

2025/2026

FOOD & BEVERAGE EMPLOYEE HANDBOOK

A guide for temporary food & beverage staff with Prime Appointments, covering key information on compliance, pay, holidays, timesheets and more.



Witham

Bury St Edmunds

Find out more:

www.prime-appointments.co.uk

Chris Mason, Brendan Barros-Crowe, Carl Bashford, Mark Everitt



WELCOME TO THE PRIME TEAM

We're glad to have you as part of our team. Since 1992, we've been helping workers across East Anglia find roles with local businesses, and we're here to make sure your time as a temporary member of our team goes smoothly.

This handbook covers everything you need to know, including pay, timesheets, workplace procedures, and key policies. If you have any questions, just ask—we're here to help.

While on assignment, you represent Prime Appointments, so please:

- Work as part of the team
- Be professional and respectful
- Take pride in your work

*Thank you for choosing Prime Appointments,
we look forward to working with you!*



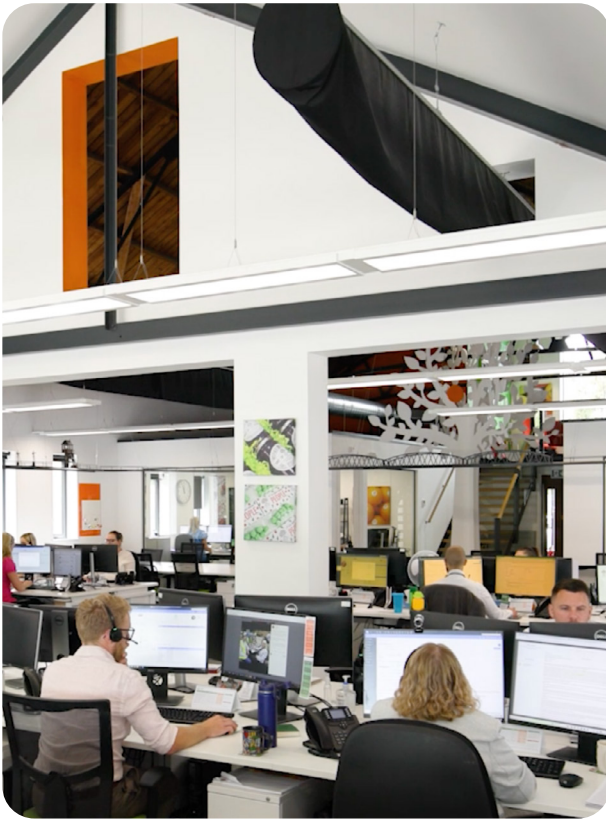


Company Policies

This section covers key information like your employment key information document, how we handle sickness and absence, maternity and paternity pay, GDPR, and modern slavery. It also explains where to find important policies such as our Complaints Procedure, Privacy Policy, Equal Opportunities Policy, Whistleblowing Policy and more, all of which are available on our [website](#).

Key Information

Here you will find key information and policies related to your work with Prime Appointments



Wages

You can find your payslips/holiday request forms by clicking the link below:

www.prime-appointments.co.uk/helpful-links-for-temporary-staff

Sickness/Absence

If at any time you are unable to attend work you should notify the office on **01376 502999** as soon as possible and no later than 2 hours before your work day starts.

Our Compliance/Complaint Policies and Procedures

- Complaints Policy & Procedure
- Cookie Policy
- Equal Opportunities & Diversity Policy
- Gender Pay Gap Data
- Insurance Details
- Modern Slavery Policy
- Modern Slavery Statement
- Privacy Policy
- Privacy Statement
- REC Partnership
- Sexual Harassment Policy
- Whistleblowing Policy

All of our policies can be found on our website:
www.prime-appointments.co.uk/legal

The Fair Work Agency is the government authority responsible for the enforcement of certain agency worker rights.

You can raise a concern with them directly on:
0345 161 6000

or through the **ACAS helpline** on:
0300 123 1100 Monday to Friday (8am -6pm)

Data Protection - GDPR

We store all the information you provide to us on our computerised database. When necessary, we will share relevant information with our clients, for work seeking purposes. We may also use or pass your information to certain third parties to prevent or detect crime, protect public funds, or in other ways permitted or required by the law. Under GDPR our privacy policy can be viewed here:

www.prime-appointments.co.uk/legal



MODERN SLAVERY



Chris Mason

Concerned for a co-worker?

Speak up about Modern Slavery

We are committed to ensuring that modern slavery and human trafficking have no place in our operations or supply chains. If you believe that you or someone you know may be a victim of modern slavery—including forced labour, human trafficking, or exploitation—it is **important to speak up**.

You can report any concerns confidentially to Chris Mason or Jack O'Brien. All reports will be taken seriously and handled with sensitivity. You will be protected and supported, and your safety is our top priority.

Chris Mason
Recruitment Manager
chris@prime-appointments.co.uk

Jack O'Brien
Managing Director
jack@prime-appointments.co.uk

or call: **01376 502999**

If you feel more comfortable speaking to someone outside the organisation, you can contact the Modern Day Slavery Helpline:



Modern Slavery Helpline (UK)
08000 121 700
or visit www.modernslaveryhelpline.org

working towards a world without slavery



SICKNESS & ABSENCE POLICY

We understand that there may be times when you are unwell or unable to attend a shift. If you have agreed to work, it's important to let us know as soon as possible if you cannot make it. Good communication helps us support the client, arrange cover if needed, and continue offering you work in the future.

What to do if you are sick or cannot attend work

- Let us know as early as you can – we ask for at least 2 hours' notice before your shift starts, but the more notice, the better.
- Call your consultant at the office. If it's outside of our working hours, leave a voicemail or text with your full name, the site you were due to work at, and a reason for your absence.
- Keep us updated each day you are off, unless you have been signed off by your GP.
- You will be required to complete a sickness self-certification using the [HMRC SC2 form](#) (Employee's Statement of Sickness). This helps us maintain accurate records and support any Statutory Sick Pay (SSP) entitlement.
- If you are off for more than 7 calendar days, you will need to provide a fit note (also known as a Statement of Fitness for Work) from a healthcare professional.
- Once you are feeling better, let us know you are ready to return and when you are available for shifts.

Statutory Sick Pay (SSP)

You might be entitled to Statutory Sick Pay if:

- You are unable to work due to sickness
- You have carried out work for us
- You meet the relevant eligibility criteria

Call or text out of hours:

Between 17:30 - 08:00

07971 239788

or call the office:

Between 08:00 - 17:00

01376 502999

Why keeping us up to date matters

We know being unwell cannot be helped. But when we don't hear from you, it can cause problems for the team expecting you on site. Letting us know shows you are reliable and helps us make sure everything's covered on the client side. It also helps us continue offering you suitable work going forward.

Assignment Continuity During Absence

While we will always aim to support you during periods of sickness, all assignments are subject to client requirements. If you are unable to attend work, the client may require immediate cover for your role. In these circumstances, your current assignment may be ended or replaced to meet business needs which your consultant will update you on. Where this happens, we will continue to consider you for suitable future assignments once you are fit to return to work. Any entitlement to Statutory Sick Pay (SSP) will be assessed in line with current legislation and your individual circumstances.

Statutory Sick Pay is paid from the first day of sickness absence. There is no minimum earnings requirement to qualify. SSP is paid at the government set rate, which is the lower of:

- 80% of your average weekly earnings, or
- £123.25 per week

To support SSP payments, you may be required to complete an [HMRC SC2 self-certification form](#). Failure to do so may result in delays while we confirm your eligibility. The SC2 form can be accessed here: [Ask your employer for Statutory Sick Pay \(SC2 form\)](#)



MATERNITY/PATERNITY PAY

Statutory Maternity Pay (SMP)

A worker must satisfy the following conditions before you can qualify for SMP:

- You must have been continuously employed for at least 26 weeks as at the 15th week before the week the baby is due (WBD). This is irrespective of the number of hours worked. The 15th week is known as the Notification Week (NW).
- Your average weekly earnings for the eight weeks up to and including the NW must not be less than the lower earnings limit for the payment of NI contributions, which applied in the NW.
- You must still be pregnant at the 11th week before the WBD or have had the baby by that time.
- You must have stopped working.
- Medical evidence must be provided of the due date of the baby, normally on Form Mat B1 (maternity certificate).
- At least 28 days' notice (or as soon as reasonably practicable if that is not possible) must be given to us of the date from which you expect our liability to pay your SMP to begin.

If you do not meet the criteria for entitlement to SMP from Prime, we will issue you a Form SMP1 explaining the reason. Together with the maternity certificate, you will need both documents to claim **Maternity Allowance from the DWP.**

Statutory Paternity Pay (SPP) and Leave

You may be entitled to SPP if all the following points apply:

- You have (or expect to have) responsibility for the child's upbringing.
- You must be the biological father of the child or the mother's spouse, civil partner, or partner.
- You remain in continuous employment with us from the start of the SPP period up to the date of the birth of the child.
- You intend at the start of the Paternity Pay Period to care for the child or support the mother.
- You have average weekly earnings of at least the lower earnings limit for NI purposes which applies at the relevant week.
- You must give notice of when you expect the liability to pay SPP. If you need to vary the date on which SPP begins, you need to give 28 days' notice before the first day of the expected week of the child's birth, where the new date to begin SPP is the day of the child's birth.

Entitlement to SPP is self-certification. The self-certificate must confirm that you meet the eligibility criteria and give the relevant notice.

HMRC have produced a self-certification form you can use: **Statutory Paternity Pay and Leave: becoming a birth parent (SC3)**

Bereaved Partners' Paternity Leave

Bereaved fathers or partners have the right to take up to 52 weeks of leave if the mother or primary adopter dies within the first year of the child's life.





Pay Information

Here you will find everything about your pay — where to view your payslips and P60s, who to contact with queries, and answers to common questions about pay rates, deductions, pensions, and AWR.

Pay Information

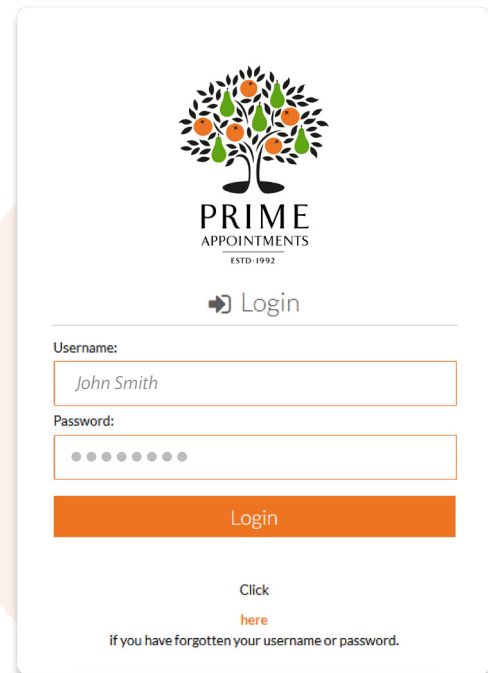
Here you will find some key questions asked regarding your payment during your employment with Prime Appointments

How to find your payslips

Payslips are available online through our payroll portal. Your payslip will show:

- Your gross pay (before deductions).
- A breakdown of tax, National Insurance, pension contributions, and any other deductions.
- Your net pay (the amount you will receive in your bank account).
- The hours worked and your hourly rate.

! **REMEMBER:** To bookmark this page in your browser for future use



How often will you be paid?

You will be paid weekly on a Friday, one week in arrears. This means that each Friday, you receive payment for the hours you worked in the previous week (Monday–Sunday) Please note:

- Ensure we have your correct bank details to prevent delays
- Payments are made via bank transfer—we do not offer cash or cheque payments.
- If a payment date falls on a bank holiday, your wages will be processed on the previous working day.

What is your pay rate?

Your hourly pay will be at least the National Minimum Wage (NMW) or National Living Wage (NLW), based on your age.

- We will always confirm your specific rate before you start.
- Some roles may offer overtime rates or shift premiums—check with us if this applies to your assignment.



FREQUENTLY ASKED PAY QUESTIONS

What are Agency Worker Regulations (AWR) benefits?

The Agency Worker Regulations (AWR) ensure that after 12 continuous weeks in the same role, you receive the same:

- Holiday entitlement
- Pay rate as a permanent employee doing the same job
- Working hours and break entitlements.

If your role ends before 12 weeks, AWR will reset if you start a new assignment.



Karen Yaxley

Have a pay query?

Get in touch with our in-house accounts team today

or email:
accounts@prime-appointments.co.uk

What deductions will be made from my pay?

By law, we must deduct the following from your wages:

- Income Tax – This is based on your tax code and total earnings.
- National Insurance (NI) – A contribution towards state benefits such as pensions and healthcare.
- Pension Contributions – If you qualify for automatic enrolment, a percentage of your earnings will go into a workplace pension scheme. **See more**
- Court-Ordered Deductions (if applicable) – These include Attachment of Earnings Orders (AEOs), which are legally required deductions for debts such as unpaid fines or child maintenance.

Do I need to be enrolled in the workplace pension?

Under workplace pension laws, if you:

- Are aged 22 or over
- Earn at least £10,000 per year
- Work in the UK

You will be automatically enrolled into a pension scheme. Contributions are taken from your wages, and your employer also contributes.

If you don't want to be part of the scheme, you can opt out, please visit the pension page for more information.





Timesheets

A quick guide on how to get hold of your timesheets, how to submit them (including overtime), and what to do if something needs changing.

Timesheets

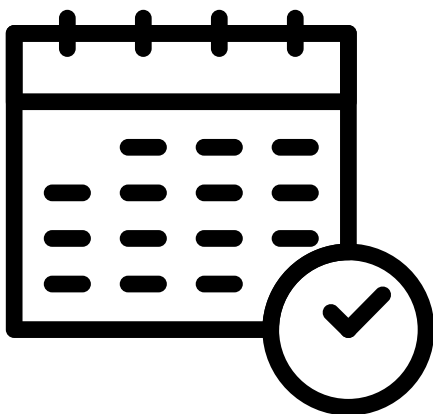
Here, you will find important details about submitting your timesheets to ensure you are paid on time.

Do I need to do my own timesheets?

In most placements, the client will complete your timesheet on your behalf. It is therefore important that you accurately clock in and out at the correct times to ensure your hours and pay are correct.

In some placements, you may be responsible for completing your own timesheet and obtaining a manager's signature. Your recruitment consultant will explain the process for your assignment, as this can vary between companies.

The instructions on this page apply only if you are required to submit your own timesheets. If the client is submitting timesheets on your behalf, these steps do not apply to you.



IMPORTANT: All timesheets must be completed by 12:00pm Monday each week.

How to submit a timesheet

Timesheets must be emailed to:
timesheets@prime-appointments.co.uk
by 12:00pm on Monday each week.

To ensure you are paid correctly and promptly, please make sure to:

- Complete all sections of your timesheet accurately.
- Get it signed by your manager or supervisor to verify your hours worked.

Where to get a timesheet

You can download a copy of your timesheet from the link below.

Alternatively, they'll be attached to your booking email, can be found on our website or can be picked up from our Witham Office.

Additional Information:

Timesheet Adjustments: If there is a mistake or adjustment needed, please notify us as soon as possible. We'll work with you to correct it.

Overtime: If you worked overtime, please ensure the additional hours are clearly marked and signed off by your manager.

Holiday/Sick Leave: If you were off due to illness or holiday, ensure those hours are correctly recorded. If you are unsure, reach out to us for guidance.





Holiday

Explains how holiday works, how it's calculated, how to book time off, where to get the holiday form, and what to do if you need to make an urgent request.

Booking your holiday

Here you will find how to book annual leave and answers to FAQ's about your holiday entitlement with Prime Appointments.

1. Speak to your work placement first

Before making any holiday plans, always check with the company you're working at to make sure your time off can be covered. Once they've agreed to the dates, let your recruitment consultant know before submitting your form.

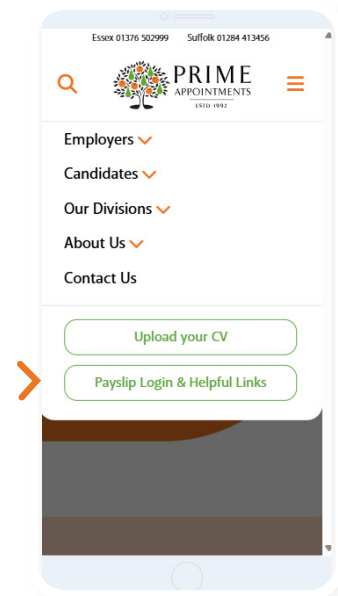


2. Fill out a holiday request form

Go to the Payslip Login & Helpful links for temporary staff on our website to find the online Holiday Request Form.

You can access it directly here:

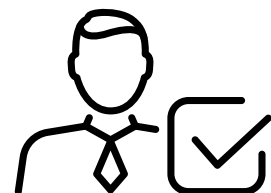
If you have any issues submitting the online form, please let your consultant know or ring the office.



3. Confirmation of your request

You will get an automatic email to confirm we've received your holiday request.

If anything needs changing or there's an issue, a member of our team will be in touch.



FREQUENTLY ASKED HOLIDAY QUESTIONS

Do I need to confirm my holiday with my placement first?

Yes, you should first check and get approval from the company you're currently working at. Once your holiday has been agreed with them, let your consultant know and then complete the [online holiday form](#) on our website.

How many days of holiday do I get per year?

If you work full-time for a full year, you are entitled to 28 days of holiday, including bank holidays. If you work part-time or for less than a full year, your entitlement will be calculated on a pro-rata basis based on the hours you have worked.

When does the holiday year run?

The holiday year runs from **1st of October to the 30th September each year**, which means you must make sure that all holiday accrued is used before the end of September. Add a reminder to your calendar for **September** to ensure all holiday is taken before **October 1st**.

How do I check how much holiday I have?

To check how much holiday you have currently accrued please email holiday@prime-appointments.co.uk and we'll confirm your current holiday balance within 3 working days.

How do I accrue holiday pay?

Holiday pay is built up as you work. For every hour worked, you accrue 12.07% in holiday time (roughly 7 minutes per hour).

Why isn't my holiday pay based on an 8-hour day?

Holiday pay is calculated using an average of your hours worked and pay rate over the last 52 weeks (or however many weeks you have worked if less than 52).

Example:

- If you work 40 hours per week consistently, your holiday pay would be based on an 8-hour day.
- If your hours vary (e.g., 30 hours one week, 40 the next, 16 the next), your holiday pay would be calculated based on your average weekly hours. In this scenario the average would be 5.7 hours holiday pay per day to be paid.

What should I do if my holiday request is urgent?

If you have an urgent holiday request, please contact us directly at holiday@prime-appointments.co.uk and make sure to mark the email as urgent. We will do our best to accommodate you. This does not apply to same-day absences—if you are booked to work but cannot attend, please call your branch directly to inform your recruitment consultant as soon as possible.



IMPORTANT: All holiday accrued should be taken before the holiday year-end on **1st October**. Any unused holiday cannot be carried over into the next holiday year, so please plan your time off in advance.





Pensions

This section outlines how pension auto-enrolment works, including how to opt out if you choose to, and who manages your pension. Our pension scheme is provided by [now:pensions](#). Any queries should be directed to them, as we are legally unable to act or speak on your behalf.

Your Pension

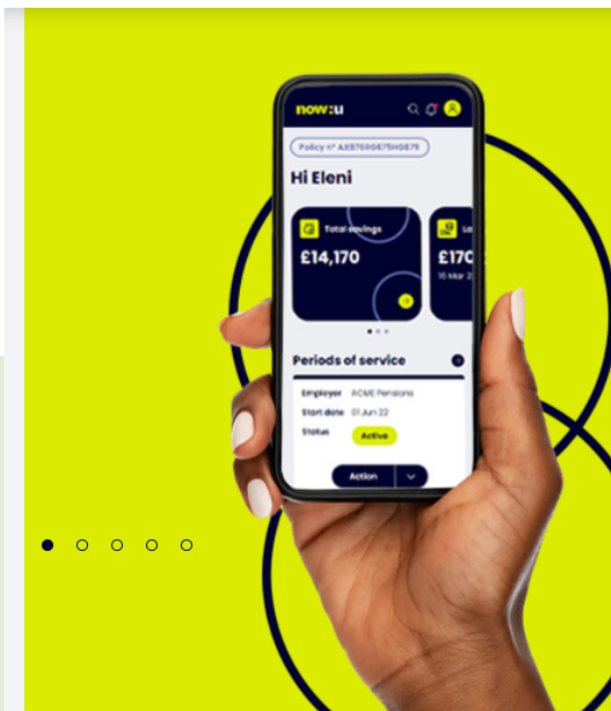
Here you will find some information about your workplace pension. This is handled entirely by [now:pensions](#) so if you have any queries please contact them directly.

What is Pension Auto Enrolment?

UK employers must provide a workplace pension scheme. This is called 'automatic enrolment'. Our temporary team therefore are automatically enrolled to our pension scheme after 12 weeks of work if aged between 22 and state pension age. This is administered by [now:pensions](#).

Prime Appointments will pay 3% of your qualifying earnings into your pension, you must pay 5% of your qualifying earnings into the pension. You will receive log in details and pension information direct from [now:pensions](#) when you have been auto enrolled (after 12 weeks of work).

now:pensions



now: that's
simple

What should I do if I do not want to be enrolled in the workplace pension scheme?

Prime Appointments must legally auto enrol you into the scheme, however it is not compulsory for you to be in a workplace pension.

It will be your decision not to be enrolled and pay into the pension, therefore, if you want to opt out of the pension you must contact [now:pensions](#) directly, we **are not** permitted to contact them on your behalf.

What will happen to the money I contributed if I opt out?

When you are auto enrolled into the scheme you have one month from the date you were enrolled to opt out by contacting [now:pensions](#). As long as you leave within their one-month opting out window you can have a refund of your contributions from Now Pensions.

Who do I contact if I have any questions or queries regarding my pension?

Prime Appointments cannot answer any questions relating to your pension, for all queries please contact [now:pensions](#) directly.

now:pensions:

Telephone Helpline: [0330 100 3334](tel:03301003334)

Email: membersupport@nowpensions.com

Website: www.nowpensions.com





Manual Handling

Here is some basic manual handling guidance. Your placement will provide the necessary training tailored to the specific role, as requirements can vary depending on the job. That said, it's always helpful to keep your own knowledge up to date, so you remain safe at work.

Manual Handling

To help prevent injuries and keep yourself in good shape at work, it's important to follow manual handling safety guidelines.

What is manual handling?

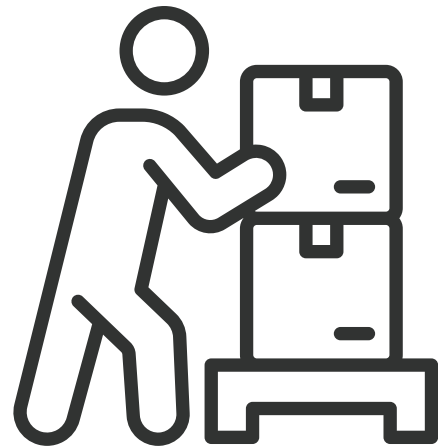
It includes any task where you lift, carry, push, pull, or move something by hand or physical force. Basically, if you are shifting a load in any way, it counts as manual handling.

Below is a quick summary of the main health and safety advice. For full details, you can check the official guidance on the HSE website:

www.hse.gov.uk/pubns/indg143.pdf

Make sure you are wearing any PPE you have been given, like safety helmets, gloves, eye protection, hi-vis clothing, safety boots, harnesses or respiratory gear.

Always use tools and machinery safely.
Follow all instructions, and if you are ever unsure—ask.



MANUAL HANDLING GUIDANCE

1. Plan Before You Lift

Before lifting or moving anything, stop and think. Can you use lifting aids like a trolley or pallet truck instead? Where is the load going? Is the route clear of obstacles or tripping hazards? If it's a long lift, can you rest it partway to adjust your grip? Do you need help?

2. Stand in a Stable Position

Keep your feet apart for balance, with one foot slightly in front. Be ready to move your feet if needed—don't twist from the waist. Wear suitable clothing and footwear that won't restrict movement or grip.

3. Get a Secure Grip

Try to hold the load firmly and close to your body. Hug it if possible, and keep your hands positioned so you won't lose grip during the lift.

4. Start With a Good Posture

Bend your knees slightly and keep your back straight (not stiff). Avoid bending at the waist or squatting fully. Use your legs to support the lift.

5. Lift Smoothly - Don't Jerk

As you lift, keep your back in the same position—don't let it bend more. Use your leg strength to rise and avoid jerky movements. These can throw you off balance.

6. Keep the Load Close

Hold the load as close to your body as you can. If one side is heavier, that side should be next to you. If you cannot get close, slide the load towards you before lifting.

7. Avoid Twisting

Keep your shoulders and hips facing the same direction. If you need to turn, move your feet—not your spine. Twisting while lifting is one of the most common causes of injury.

8. Look Ahead

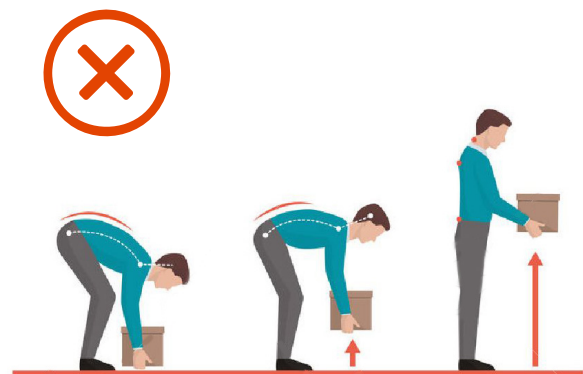
Once the load is secure, look in the direction you are going. Don't look down at the load while carrying it—this can throw off your balance.

9. Move Steadily

Keep your movements smooth and steady. Avoid sudden lifts, jerks, or quick changes in direction.

10. Know Your Limits

Don't lift more than you are comfortable with. If the load feels too heavy or awkward—get help or use equipment. There's no harm in asking



Contact Us

Welcome to the Prime team – we're so pleased to have you as part of our temporary team. We hope everything goes smoothly during your placement. If you have any questions or need support at any stage, please don't hesitate to contact us using the details below.

Email:

enquiries@prime-appointments.co.uk

Office Opening Times:

Monday to Friday 8:00am – 5:00pm

OUR OFFICES

Witham Office:

[01376 502999](tel:01376 502999)

Prime Appointments
Austin House,
Newland Street
Witham, Essex,
CM8 2BA

**Bury St Edmunds Office:**

[01284 413456](tel:01284 413456)

Prime Appointments
St Andrew's Castle, 33 St Andrew's
Street South
Bury St Edmunds, Suffolk
IP33 3PH



Proud fundraisers for Alzheimer's Society!

