



## **Hand to Hand Recruiting and Consulting Firm Ltd (HHRC FIRM)**

### **Information Request Procedure for Agency Workers**

As one of the HHRC FIRM Agency workers, you are entitled to information relating to your equal treatment entitlements if you believe that your entitlements under the Agency Workers Regulations (AWR) have been infringed.

Please note that 'hirer' refers to the company you have been placed with by the HHRC FIRM

#### **Day One Entitlements**

If you want to request information in relation to 'Day One' entitlements (such as access to information on vacancies or access to collective facilities or amenities); you must contact the hirer for this information.

1. You should request this information in writing from the hirer. You can request this information any time after the start of your assignment.
2. The hirer has 28 days to provide you with a written response which will include a written statement with all relevant information relating to Day One entitlements and reasons for the treatment of agency workers.

#### **Pay and Other Basic Working and Employment Conditions**

If you want to request information in relation to pay and other basic working and employment conditions, you must contact the HHRC FIRM

1. You are unable to request information relating to pay and other basic working and employment conditions until you have achieved your 12-week qualifying period. You can contact your local branch to find out how many weeks you have worked towards your qualifying period.
2. When you have achieved your 12 week qualifying period, you can request information in relation to pay and other basic working and employment conditions. This request must be in writing and must be addressed to: HHRC FIRM HR Department, Building 2 , 1st Floor Croxley Green Business Park, Watford, England, WD18 8YA.
3. Your written request must detail which basic working and employment conditions you do not believe you are receiving. Please note that you cannot request information about a specific employee.
4. The HHRC FIRM then has 28 days from receipt of your request to provide you with a written statement setting out the relevant information in relation to the basic working and employment conditions you have requested information about, how these conditions were determined and why there may be differences between you and a comparable employee.
5. If you do not receive a written statement from the HHRC FIRM within 30 days of submitting your information request, you can write to the hirer requesting the same information.
6. The hirer then has 28 days from receipt of your request to provide you.