

Adecco

**Adecco**  
**Amazon Associate**  
**Handbook**

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## Welcome to Adecco

**Congratulations on securing your assignment at Amazon with Adecco!**

**The purpose of this handbook is to provide you with all the information relevant to your assignment at Amazon. It is in your interest to take the time to read the handbook and familiarise yourself with the content. This handbook should be your first point of reference for any questions/queries that you may have.**

Our aim in producing this document was to create a one-stop information point where you would be able to access all the information you are likely to need in relation to your employment with us. The Handbook and corresponding policy documents form part of your contract of employment with Adecco.

The document gives an overview of the terms and conditions of your employment, and outlines what you can expect from us as your employer, in addition to setting out what is expected of you whilst you are assigned to Amazon. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the aims and objectives of the Company.

I hope you find this a useful guide during your employment with us. However, if you are unable to find the answer to your question here, please feel free to contact your dedicated Adecco onsite team who will be able to find an answer for you.

**Thank you  
The Adecco onsite Team**

## About Adecco

With over 120 branch and 50 onsite locations across the UK & Ireland, we're perfectly placed to support our customer base – from local business partners to large global clients. We payroll 25,000 temporary associates every week and work with over 6,000 clients in all sectors of commerce and industry.

The Adecco Group is the world's leading provider of HR solutions. With over 31,000 associates and 6,000 offices, in more than 60 countries and territories around the world, we offer a wide variety of services and connect more than 500,000 associates with over 145,000 clients every day. Registered in Switzerland, Adecco S.A. is a Global Fortune 500 company.

Our values We are dedicated to earning the trust and loyalty of our associates, clients, the communities in which we operate, and one another by performing our work in accordance with our core values of respect, responsibility, honesty and integrity.

We work hard to:

- Demonstrate respect for the rights and dignity of all people and organisations by being fair, just and compassionate.
- Take responsibility for our actions and hold ourselves and each other accountable for what we say and do.
- Communicate in an honest way with our colleagues, associates, investors, customers, suppliers, governments and the communities in which we work.
- Act with integrity by demonstrating the courage and strength of character to do what is right even when it is difficult or unpopular.

### Adecco Core Values and Leadership Principles



COOL  
HEAD

People who have values and make decisions, who establish priorities, who can analyse and solve problems and who answer questions concretely and appropriately without letting their "sense of self" cloud their answers.



WARM  
HEART

People who know how to reach out to other people's hearts, who can make the most of others, appreciating and respecting them, and can focus the energies of their co-workers and colleagues on a common objective.



WORKING  
HANDS

People who love their work and are willing to go the extra mile.

## About Amazon

Amazon has invested more than £4.6 billion in its UK Operations since 2010 and has a dedicated and enthusiastic workforce who play a crucial role in delivering a first-rate level of service for our customers. Amazon employs more than 7,800 permanent associates across its UK fulfilment and customer service centres.

People are employed in a range of positions, from operations managers to engineers, HR and IT roles to associates who will handle orders at the fulfilment centres. In 2015 alone, and created 700 great jobs with competitive wages and comprehensive benefits from day one.

The Amazon EU Operations network consists of 29 fulfilment centres comprising a total of almost 18 million square feet. In the UK, there are ten fulfilment centres, totaling over 5 million square feet and over 9 million cubic feet of storage capacity. Their European network means that Amazon customers in the UK can choose from millions of products stored in our fulfilment centres across Europe. The UK fulfilment centres dispatch packages to tens of millions of customers across Europe as well as in the UK.

### Investing in the UK Economy

- £4.6 billion invested in the UK economy since 2010
- 12,000 Jobs Across Britain creating 2,500 new jobs in 2016
- 3 Development Centres in Cambridge, Edinburgh and London
- 10 Fulfilment Centres across England, Scotland & Wales
- 25 Delivery Stations across England, Scotland & Wales
- 74,000 UK JOBS CREATED BY THIRD PARTY SELLERS running their companies on Amazon Marketplace
- Supporting 373,000 Businesses and Creative Professionals
- including Marketplace sellers, AWS developers and KDP authors



## Your assignment at Amazon

### Contract of Employment

As an associate of Adecco, you will have received a contract of employment and completed other documents at registration.

Further detailed policies and procedures which may not be mentioned as part of this document, but which still form part of your conditions of employment with us can be accessed through your Adecco Onsite Team. All temporary associates will be aligned to the standard Adecco policies in relation to employment matters.

This handbook also summarises the main terms of your employment with Adecco.

Adecco reserves the right to change its terms & conditions and employment policies from time to time. You will be notified at the earliest opportunity of these changes by way of general notice to all associates affected by the change

## Attendance and timekeeping

You are expected to attend work each day, on time, as per your agreed shifts.

- If you are unable to attend work due to sickness or injury, you must contact the Adecco on site team by telephone on the day of your absence no later than 5 hours from the start of your shift informing them of:
  - The reason for your absence
  - The likely time or date of your return to work if known
  - A point of contact at which you can be reached, if required
- The absence line number will be supplied to you as part of your induction
- Notification should be made by you personally by phone - text or email messages are not acceptable methods of reporting absence
- During prolonged periods of absence, your agency manager should be kept informed of progress and an expected date of return
- You should telephone the Adecco on site team daily if you are unsure as to the exact date of return to work  
Where you know you are going to be off work for a set period, i.e. where your doctor has signed you off for a specific period, there is no need to phone in daily however you should inform the Adecco on site team of the duration that you have been signed off for. A doctor's note is required for absences of 8 days or greater.
- Colleagues arriving after the commencement of their shift are considered to be late  
If you are required to leave your shift early, you must report to the Adecco agency managers before leaving site without exception

## Health & Absence Policy

Adecco Recruitment recognises there are times when you are not able to attend work due to illness even if you want to, our Health & Absence Policy covers all types of sickness scenarios and our first aim is to provide the support you need to get you back to work when fit to do so.

We also appreciate there may be times when you need to take leave from work for personal reasons or to fulfil various public duties, to support you to balance the demands of life outside work we can provide various leave of absence types depending on the circumstances. Please note you may be asked to provide the appropriate supporting documentation if applicable.

All absence from work is managed on an individual basis taking into account the circumstances regarding the reasons for absence; this ensures that all associates are treated fairly, and upon your return from an absence, a return to work form will be completed by the Adecco onsite team to discuss your time off work.

All types of absence from work regardless of the reason need to be reported to the onsite team on the day of your absence. Failure to report your absence in the correct way can ultimately lead to the end of your assignment.

## Health & Sickness Absence Thresholds

Each time you have a period of sickness, your Adecco site team will review your sickness absence over the last 6 months against the thresholds defined below for the purposes of applying the Health & Absence Policy.

If the period of sickness absence meets one of these thresholds, action (extended return to work and record of concern) may be taken under the Absence Review Process detailed below:

The total amount of sickness absence taken over the six months before the return to work totals 80 hours for a full-time employee (equivalent to 8 x 10 hour shifts) or a pro-rata equivalent for a part time employee; or

The Agency Associate has had 3 occurrences of absence (regardless of whether the 3 occurrences reach the 80 hour threshold above) due to sickness or injury during the 6 months dating back from (and including) the first day of absence.

## Unauthorised Absence

Unauthorised absence is made up of two elements, Absence incidents and Serious Absence Incidents. These are explained in more detail under the relevant headers below. Unauthorised absence will be managed as conduct and Adecco will take into account any conduct record of concern on file for conduct when reviewing your unauthorised absence.

### Unauthorised Absence - Incidents

Each of the following incidents will be known as an Absence Incident:

- Clocking in after your scheduled shift was due to begin.
- Clocking out early before your scheduled shift has finished (exceptions to this will only apply if you have approval from an Agency Manager).
- Clocking out early after an accident or injury at work, where the accident has not been reported that day.
- Taking a longer rest break than you have been allocated.
- Taking unauthorised breaks in your shift.

If there are six or more of Absence Incidents within a rolling six-month period, an investigation will commence to review your conduct.

### Unauthorised Absence – Serious Incidents

In the event that one of the following incidents occurs at any time, an investigation will commence to review your conduct. Each incident will be known as a Serious Absence Incident:

- Failure to call the site absence line to report your absence in accordance with this Policy these are referred to as “No Call No Show”.
- Failure to call the site absence line to report absence in accordance with this Policy within the first 5 hours of your shift, these are referred to as “Call No Shows”;
- Using a security badge other than your own or asking another agency colleague to clock you in or out. If you are found to be using a security badge other than your own, if you ask another agency colleague to clock you in or out, or if you allow someone else to use your security badge for any reason, it may lead to misconduct action, up to and including the end of your assignment.

### No Call No Show

If you are absent from work for 1 shift and do not report your absence to the onsite team – Adecco may conduct an extended return to work and potentially issue a conduct record of concern for conduct dependent on individual circumstance

- If you are absent from work for 2 shifts (Consecutive or Non-consecutive) and do not report the absence to the onsite team – Adecco may conduct an extended return to work and potentially issue a conduct record of concern for conduct dependent on individual circumstance.
- If you are absent from work for 3 shifts (Consecutive or Non-consecutive) and do not report the absence to the onsite team before 5 hours of the shift has elapsed – Adecco may end your assignment at Amazon.

Should an Agency Associate have mitigating circumstances then this may result in the absence being excluded from the formal management process.

## Call No Show

If an Agency Associate reports absence after 5 hours of the shift have elapsed this will be coded as CNS (call no show) and considered a Serious Absence Incident. The Associate's Absence will be monitored in accordance with this policy. The Agency Associate will require an extended RTW and if no valid reason is given for reporting the absence outside of the 5 hours' time period the Agency Associate will receive a Conduct Record of Concern (level dependant on any live Conduct record of concern on file).

Standard Return To Work	<p>After each period of absence where you have not met a threshold a standard RTW will take place.</p> <ul style="list-style-type: none"> <li>• This is a one-to-one meeting with an Adecco agency representative to discuss the reasons for the absence and to understand any contributing factors.</li> <li>• The Adecco representative will explore whether there is any support to ensure that you able to attend work.</li> </ul>
Extended Return To Work Including Absence Review	<p>The purpose of the Extended Return to work is to consider the absences, and decide whether you should be issued with a Record of Concern.</p> <ul style="list-style-type: none"> <li>•The number, frequency and level of absences will be discussed, along with the reasons for the absences, the likelihood of further absence and any reasonable support that can be provided to enable you to attend work.</li> <li>•During the discussion, your Adecco agency representative will discuss any relevant medical information. If further medical evidence should be obtained, and any action, which you can take to reduce the level of your absences. The extended RTW will have one of the two following outcomes;             <ol style="list-style-type: none"> <li>1. Take no formal action (NFA) or</li> <li>2. You will be issued with a Record of Concern (Level dependant on any previously issued Record of Concern)</li> </ol> </li> </ul>
Record of Concern	<p>A Record of Concern will be issued taking into account relevant information during the extended return to work.</p> <p>Please Note that there are 2 types of Record of concerns:</p> <ul style="list-style-type: none"> <li>•Conduct Record of Concern, which will be issued following the unauthorised absence policy.</li> <li>•Health and absence record of concern which will be issued following the health and absence policy.</li> </ul>

## Your assignment at Amazon

### Hours of Work

Your working week varies according to the shift you are on and your role as per your employment contract.

Your normal hours and working pattern will be specified by your Adecco Onsite team. Your breaks will be stipulated by your onsite team.

Adecco may vary your hours and pattern of working from time to time.

### Clocking In/Out

- You need to use your swipe card to clock in/ out whenever you start or finish work. This includes, when you start in the morning, when you finish in the evening and whenever you leave or return from your lunch.
- Your clocking in and out times are monitored to ensure that your timekeeping is acceptable and that you are being paid correctly for the hours you are working. Clocking in should be no more than 5 minutes before your shift and 5 minutes after.
- Failure to clock correctly may result in under payment.
- Clocking in/out is also used for Health and Safety to check all names are present and correct so it is very important to make sure you have clocked in/out correctly.
- If you fail to clock in/out, leave early or arrive late your pay will be affected. It is imperative you inform Adecco of forgotten clocks-ins, to register your attendance and ensure your pay is correct.
- Any misuse of the clock-in system may result in the Adecco disciplinary policy being applied.

**Please remember, it is your responsibility to ensure you clock in and clock out.**

## Your assignment at Amazon

### Registration and Pre-Employment Checks

- CRB
- Reference checking
- Drugs and alcohol test

Please note – If Adecco require additional information or your support in obtaining any of the above information it is your responsibility to provide this and if you do not provide evidence requested it could result in your assignment being ended.

### Changes in Personal Information for Employment Purposes

It is important that our records are correct, as inaccurate or out of date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You must notify your Adecco Onsite team immediately of all changes in the following personal information:

- Name
- Home address
- Telephone number
- Bank account details
- Emergency contact

Personal data on associates is held in accordance with the provisions of the Company's Data Protection Policy which will be made available for inspection by you if required.

## Pay & Benefits

### Hourly rate and general information

- Your basic pay will be confirmed to you prior to your start of assignment and will be outlined on your assignment confirmation letter. Any subsequent amendments to your basic pay will be notified to you.
- Adecco UK&I's pay slips will be issued electronically via email
- Adecco's pay week runs from Sunday to Saturday
- If any queries arise about pay please speak to your onsite Adecco team immediately so that they can take appropriate action.
- Pay is transferred to your account weekly and is paid a week in arrears.
- It is your responsibility to provide us with the correct bank details. Failure to do so will result in non-payment.
- Appropriate deductions will be made from pay including income tax and National Insurance contributions (NICs), which are subject to each associate's earning level, family status and the number of hours worked.

### Overtime

Overtime is defined as all hours worked in excess of your full time contracted hours, which has the prior explicit approval of your manager. Your full time contracted hours are set out in your assignment confirmation.

During peak period, you will be expected to work mandatory overtime as set out in your assignment confirmation.

Your Adecco Onsite team will provide further information in regards to overtime.

### Income Tax

Ensure that a copy of your P45 has been given to your Adecco Onsite team. If you have not yet received one from your previous employer. A starter form will be raised at which time you should provide personnel details including your bank details.

If there are any changes in your personal circumstances which will affect your tax status, you should notify the Inland Revenue, who will automatically inform the Company of any changes to your tax code. Addresses of local offices and enquiry centres can be found below:

### Tax information and tax office details

#### Tax office details

HM Revenue & Customs  
Pay As You Earn  
PO Box 1970  
Liverpool  
L75 1WX  
Telephone number: 0300 200 3300  
Reference: 120/VB7052 Adecco Corporate

## Pay & Benefits

### Pay during Periods of Absence

Statutory Sick Pay (SSP) may be payable in respect of periods of absence, subject to qualification in accordance with the rules of the scheme and with submission of appropriate certification.

There is no entitlement to SSP for the first 3 days of absence, known as waiting days. Furthermore, where Associates are not working on assignment at the time of becoming unwell, qualification for SSP differs and it may not be applicable. For more detail please contact your Adecco Onsite team.

For periods of sickness between 5 and 7 days, you will be required to complete a Self-Certification form which can be obtained from the Adecco Service Desk or your Adecco Onsite team. (Knowingly completing a Self-Certification form with false information will result in disciplinary action being taken).

For periods of sickness over 7 consecutive days in length, you will be required to produce a Doctor's 'Fit to Return' certificate. This should be forwarded to your Adecco Onsite team as soon as possible. Failure to supply a Doctor's 'Fit to Return' certificate may result in loss of pay.

### Annual Leave

You are entitled to 28 days leave per year increasing to 30 days' annual leave thereafter including public holidays

Your Adecco Onsite team will approve holiday only if they have Amazon management approval and if you have enough holiday accrued.

If you need to cancel holiday, or have any queries regarding the process please contact your Adecco Onsite team and they will be able to assist you.

Holidays must be agreed with your manager as early as possible. The Company will where possible try to accommodate individual preferences for holiday dates but the needs of the business may have to take precedence, particularly where short or inadequate notice is given.

- The holiday year runs from the first day of your assignment (anniversary date) at Adecco for 1 year
- No annual leave will be authorised for more than 2 weeks
- No holidays will be authorised during November and December, unless special circumstances apply.

You are not entitled to take unpaid leave. In extreme circumstances, it is at the discretion of Adecco to grant unpaid leave.

## Pay & Benefits

### Pensions – (Auto-enrolment)

Adecco will automatically enroll you into our pension scheme provided that you:

- Are aged between 22 and state pension age
- Earn more than £182 per week
- Have worked for us for three months.

Our pension scheme is provided by NOW: Pensions and you will receive information from them confirming whether you meet the criteria to be automatically enrolled. If you have pension contributions on your pay slip it's because you meet all three of the criteria above. If you want to contact them in advance of receiving this information or because you haven't received any information to date you can contact them on:

Telephone: 0333 33 22 020

Email: Pensions Mailbox: [nowpensions@xafinity.com](mailto:nowpensions@xafinity.com)

Remember that if you don't want to belong to the scheme you can opt out of it. In order to do this, you must contact NOW: Pensions but only after they have written to you. You also have the option of opting in to the pension scheme before the 12-week period – you will need to contact Now Pensions directly regarding this.

Please note that no member of Adecco can advise you on whether you should join or not. If you are unsure, you should seek independent financial advice.

### Adecco discounts – Edenred

All associates have the benefit of access to the Adecco discount portal – Edenred. This portal enables associates to take advantage of exclusive deals and discounts with certain retailers. Please contact your Adecco Onsite team for further information on Edenred.

### Onsite restaurant & other catering facilities

All Amazon sites have subsidised onsite restaurant facilities with both hot / cold freshly prepared food and vending machine services. All restaurants have free tea and coffee vending machines for you to use at break times. Your Adecco Onsite team will brief you on this.

For catering facilities, timings etc. on each site, you will be briefed at your induction. Please note that services and timings vary on different sites.

### Car Parking

Free Car parking is available at all at all Amazon locations. Please note that car parking is limited and can be full during peak times. Please use public transport or car sharing where possible. Amazon operate a reverse parking only policy.

### Agency Worker Regulations (AWR)

The Agency Workers Regulations seeks to ensure that agency workers receive the same entitlement or no less favourable treatment as comparable associates with respect to basic employment and working conditions. Adecco work with Amazon to ensure we are compliant with this legislation.

## Standards of Performance and Behaviour at Work

### Performance Feedback

Performance is measured on an ongoing basis. Please contact your Adecco Onsite team for further information.

### Dress Code / Appearance

Adecco / Amazon does not seek to inhibit individual choice in relation to your appearance. Although Amazon recognises that dress is a matter of personal taste, it is essential that associates wear dress that complies with health and safety regulations as well as that which is appropriate to the business environment, the team atmosphere and the professional standards in which Amazon takes pride. The dress code is casual dress and comfortable closed shoes. No open toe shoes are allowed. Please see the Adecco Onsite Team for more details.

#### Dress code DO'S

- We want to maintain a safe workplace where everyone feels welcome.
- Casual & comfortable clothes
- Comfortable & safe shoes
- Personal Protective Equipment (PPE)
- Badge lanyard with a safety break-away clasp
- All long hair is to be tied up and above the collar in a ponytail.

#### Dress code DON'TS

- Pictures, symbols... or tattoos not "rated PG"
- Drawstrings or chains that hang
- Revealing, loose, torn or dirty clothes
- Hoodies
- Unsafe shoes



If you have any queries about what is appropriate, these should be directed to the Adecco Onsite Team

## Standards of Performance and Behaviour at Work

### **ID Badge / Swipe Card**

Adecco / Amazon will issue you with a swipe card/ID badge which is used for identification and time clocking purposes. You must display and wear this swipe card at all times whilst on Amazon's premises. It must be visible and unobscured by anything.

This remains the property of Amazon and you must return it at the end of your assignment with Amazon

You must not bring any unauthorised person on to an Amazon site.

### **Security / Associate Lockers**

Amazon take reasonable care to safeguard your personal belongings, but do not accept responsibility for loss or damage. Do not leave money or valuables where they could be a temptation to others. Lockers are provided to secure all personal belongings. This remains the property of Amazon and you must return your key at the end of your assignment with Amazon

Amazon may carry out security checks on watches and phones which are taken into the FC, which must be with approval. Staff are not to take any personal items into the FC without approval.

### **Use of mobile phones and imaging policy**

Mobile phones must not be taken into the FC; they must be kept in your locker at all times whilst on site, only being switched on when you leave the building or on a break.

Private cameras and other equipment capable of recording an image (including private mobile phones with camera facilities), are not permitted at your work area.

Failure to comply with these policies will result in an immediate disciplinary procedure.

### **Use of iPods / MP3 Players**

Associates should not use iPod or MP3 players with head/ear phones

## Standards of Performance and Behaviour at Work

### Drug and Alcohol policy

To ensure the safety and wellbeing of all associates, Adecco and Amazon have agreed to implement drug and alcohol screening within the following parameters:

- As part of a pre-placement Health Assessment for all new starters on commencing assignment at Amazon
- Where line managers and/or Adecco Representatives observe unusual behaviour, unacceptable performance or have cause to question safety of an individual or those around him or her or they have reason believe that an associate is suffering from the effects of drugs or alcohol
- Following an accident, incident or near miss where appropriate
- The screening will be carried out by our nominated external provider
- All workers are subject to random drug and alcohol tests. If a worker refuses a drug test they will be removed from site.
- If a positive result is produced from the drug test, the worker will be removed from site. If the drug test is pending, then the worker will be suspended until the test is confirmed.
- Bringing alcohol or any unlawful drugs to the workplace, and / or imbibing them there is strictly prohibited both during work time or during a period prior to work where the effects carry over to the workplace. Any such instances will be dealt with under the disciplinary procedure and may result in the termination of your assignment / contract of employment.

### Stop and Search policy

Amazon does not tolerate theft in any form.

Nor does Amazon permit any inappropriate items that may harm you or others or put you or others at risk or otherwise be unsuitable to be brought into the workplace, such as:

- Drugs & Alcohol
- Counterfeit goods
- Pornographic materials.

To combat the risk of theft and to keep the workplace as safe as possible, Amazon has a stop and search policy with which you are required to cooperate and comply as a condition of your employment with Adecco.

**Amazon reserves the right to search you and/or any of your property on its premises (this includes Amazon's car parks) and you agree that Amazon may search you/and or your property:**

- at any time, if Amazon honestly and reasonably believes or suspects that you may be in possession of, have destroyed, tampered with, concealed or handled stolen goods or has evidence of any theft or attempted theft; or
- if it reasonably believes or suspects that you may have drugs and or alcohol and/or other inappropriate items in the workplace; or
- as part of its random searching policy; or
- when you enter or leave Amazon's

premises.

This policy applies to all associates and anyone working at or visiting Amazon's Fulfilment Centres.

## Standards of Performance and Behaviour at Work

### Confidentiality and Data Protection

You will be asked at the point of registration to complete and sign an Amazon Non-disclosure and Data Protection Agreements in which you agree not to use or disclose, for the benefit of anyone other than Amazon any confidential or trade secret information, even when your temporary assignment has ended.

### General Behaviour / Gross Misconduct

Adecco will not tolerate any misuse of company property, inappropriate behaviour towards work colleagues, management or contractors on site, including abusive behaviour, discrimination or any blatant non-compliance of site rules or regulations.

Following a full investigation, we will take direct and appropriate action with anyone found guilty of any of the above.

## Health & Safety at Amazon

Adecco recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its associates, and of other persons who may be affected by its activities.

It is your duty as an associate not to put at risk either yourself or others by your acts or omissions. You should also ensure that you are familiar with the Company health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your line manager immediately and/or the Adecco onsite Team

### Accident Reporting & First Aid

Safety is the number one priority on site at Amazon. In the unfortunate event that you have an accident at work:

- Please contact your supervisor, Health and Safety Co-coordinator or your Adecco Onsite Team as soon as possible.
- All details of the accident, no matter how minor, MUST be recorded on site by Amazon Health & Safety.
- You should always inform your Adecco Onsite Team if you have had an accident at work.
- Please also report any potential hazards to your Health and Safety Co-coordinator or your Adecco Onsite Team as soon as possible.

## Health & Safety at Amazon

### Fire Procedure

The designated fire assembly point for Adecco Associates is situated in the car park outside of the FC. Head towards the back of the car park and you will see a row of green 'lollipop' sticks, look for the one that says Adecco Agency associate and await your agency manager to go through a roll call.

#### **If you discover a fire on site:**

Immediately raise an alarm

Report the fire Immediately to your area manager / team leader

Never attempt to tackle the fire

Leave the building by the safest and quickest route, walk don't run

Do not stop to collect any belongings

Go to your designated fire assembly point

Do not re-enter the building until told it is safe to do so.

#### **If the fire alarm sounds:**

Leave the building by the safest and quickest route, walk don't run

Do not stop to collect any belongings

Go to your designated fire assembly point

Do not re-enter the building until told it is safe to do so

Please note: The fire alarm is usually tested weekly.

## Health & Safety at Amazon

### General Safety Rules

Gangways, aisles and exits must be kept clear of obstructions.

Report unsafe working conditions, near misses or faulty equipment to a supervisor or rep. Work areas must be kept clean and free from rubbish.

If you are taken ill during the working day, report to your supervisor or agency manager immediately.

Make sure you are aware of the nearest emergency exit, alarm points, fire extinguishers and first aid equipment when working in different areas of the Fulfilment Centre.

Obey all warning signs posted around the site.

Wear appropriate Personal Protective Equipment as directed.

Inform your manager should you make or notice any spillages immediately

Beware of fork lift trucks operating on site, stick to pedestrian walk ways.

Never operate any equipment, including forklift trucks, unless you've been trained and authorised to do so.

### Potential dangers throughout the Fulfilment Centre

**Pedestrians**  
(Be aware of people around you, do not run) Trip or slip hazards

(water, pallets, rubbish on the floor etc.)

**Machinery and moveable equipment (conveyor belts and many different trolleys)** Where you can go (some paths in the FC are for forklift trucks or pallet trucks only)

**Forklift trucks** (these are provided with flashing lights and horns to let you know that they are coming)

### Manual Handling – Postural Awareness

Manual handling is any activity involving the use of muscular force (or effort) to lift, move, push, pull, carry, hold or restrain any object.

#### Preparing to lift the tote

Before attempting to lift the tote, check the path that you will take is clear. If it's not, ask yourself "do I need help". Always test the weight before you begin the lift. The tote should weigh no more than 15Kg.

Position your feet next to the corners of the tote that are closest to you. (Check that the ground is level) (Image 1)

Squat over the tote so that your centre of gravity remains low and your stance solid, gripping the tote with both hands. (Image 1)

#### Lifting the tote

Keeping your head up (this helps keep your back in line), straighten your legs taking care not to hit your legs with the tote during the lift. (Image 2)

Move slowly towards the table, using your legs to lower the tote onto the table. (Image 3)

## Health & Safety at Amazon

### Moving the tote from table to table

To continue with the exercise, you will need to position yourself between the two tables, you will now be required to transfer the tote safely between the two tables (Image 5).

Pull the tote close to your body, this will keep you centre of gravity low when it comes to lifting the tote. (Image 4) Bend your knees, keeping your feet shoulder width apart (Image 4)

Keeping your arms locked and your back straight, return to your standing position therefore lifting the tote using your legs. (Image 5).

Begin the turn to transfer the tote to the table behind by using your feet to move and not by twisting your back. (Image 5)

When it comes to lowering the tote onto the table, follow the same techniques as when lifting the tote from the table (but in reverse). Keeping your back straight, arms locked and stable stance, lower the tote by bending your legs. (Image 6)

Following the techniques described above, return the tote to the starting point

When lowering the tote to ground level, adopt the same technique as lifting the tote from the ground level (but in reverse). Wide open stance, bend your knees to lower the tote, extending your arms to reach ground level.

Image 1



Image 2



Image 3



Image 4



Image 5



Image 6



## Health & Safety at Amazon

### Personal Protective Equipment (PPE)

Depending on the type of work that you will be doing, it may be necessary for you to wear various items of PPE. These items will be provided by Adecco and/or provided in the FC by Amazon free of charge. Failure to return these items at the end of your assignment may result in a deduction from your final salary.

### Personal Safety

If you are at all concerned that you are being placed in a dangerous situation within your assignment, you must discuss this with your Adecco Onsite team.

## Training & Development

Induction Training (mandatory) before commencing employment this training will be arranged by Adecco and consist of:

- Amazon Day Zero/New Hire Orientation training will be delivered on your first day. All staff will be required to undertake this and this will assist staff settling into their new role at Amazon.
- A progressive training and development scheme over a 4-week period to enable staff to develop, relevant skills and acquire knowledge to underpin their current role.
- Any other training prescribed from time to time by Amazon. Amazon will work with Adecco to determine the timing, duration, subject matter, materials and logistics for such training.

## End of Assignment

Your assignment can be terminated at any time by Adecco.

You can terminate your assignment at any time by giving Adecco 1 weeks' notice

Please contact your Adecco Onsite team if you need further clarification. Other

### Conditions on Leaving

Before leaving, you must hand over to your Adecco onsite team all articles belonging to Amazon / Adecco, including your ID badge, any uniform issued and locker key

## Adecco / Amazon policies

All temporary workers will be aligned to the standard Adecco policies in relation to employment matters e.g. Disciplinary, Grievance etc. As an associate of Adecco, you are covered by and have access to any of the following Policies and Procedures upon request:

Disciplinary

Grievance

Confidentiality & Data Protection (under behaviour at work)

Absence Policy (under absence and lateness)

Equality and Diversity

Anti-Discrimination and Harassment

Maternity and Paternity

Shared parental leave

Time off for dependents

Bribery and Corrupt Behaviour

Insider Trading

We do cover some of these policies briefly below but if you have any specific queries, please contact the Adecco onsite team for further information who will be happy to assist.

### **Equal Opportunities & Diversity**

Adecco is committed to equality of opportunity in all its employment practices, policies and procedures. To this end, within the framework of the law,

No associate or potential associate will receive less favourable treatment due to their race, colour, sexual orientation, nationality, ethnic origins, religion, gender, marital status, Worker Representative status (e.g. LWC), disability, part time/fixed term status or age.

### **Anti-Discrimination / Harassment**

Adecco recognises that all associates have the right to work in an environment which is free from any form of discrimination/harassment. Discrimination/harassment of any associate is deemed to be unacceptable behaviour and therefore taken very seriously by Adecco.

If you believe you are experiencing any form of discrimination/harassment during your assignment at Amazon, you should report this to your Adecco Onsite team. Any reports to Adecco Onsite team will be treated in the strictest of confidence and will be escalated to a senior Adecco Manager and our internal HR team to investigate.

Every associate/associate has a responsibility not to harass, bully or discriminate against any other member of staff or associate at Amazon.

If Adecco reasonably determines that you have committed bullying or harassment, then this will likely be considered an act of Gross Misconduct under our disciplinary procedure, and will result in the immediate termination of your assignment and may also result in the immediate termination of your employment.

Adecco has a formal procedure for dealing with these issues which you can obtain from your line manager.

## Adecco / Amazon policies

### **Insider Trading**

Insider Trading is using material information that is not known to the public to gain advantage in trading the securities of a company (i.e. buying, selling, or otherwise dealing in).

Insider Trading is prohibited in Amazon, therefore;

- Trading in Amazon stock based on material, non-public information is prohibited,
- You may not give material, non-public information about Amazon to members of the public including friends or family,
- You may not advise members of the public, including friends or family, to trade Amazon stock based on material, non-public information.

### **Adecco Onsite Account Management Team**

You will be provided with all the contact details for your dedicated Adecco Onsite team upon securing your assignment and during your training.