

Working with us – what you need to know...

Thank you for registering with Reflect Recruitment Group and asking us to assist you to find permanent and/or temporary work. There are a few things that you will need to know.

Our Service

It is part of the service offered to our clients that you will register with a Consultant so that we can seek work on your behalf. Once registered, we will be able to put you forward to suitable temporary bookings or permanent vacancies. Under the Employment Agencies Act 1973, it is a requirement that we confirm your desire for us to provide you with recruitment services. We will therefore act as both a Recruitment Agency and an Employment Business, as defined under the Act, depending on whether you are looking for permanent and/or temporary work respectively and you authorise us to seek work for you. Please inform us by return if this is not the case and we will cease to act on your behalf.

You will never be charged by us for the services that we provide you. The client will have agreed Terms and Conditions to agree that they will pay for our services. By registering, you acknowledge that, if the client wishes to employ you directly if you are working on a temporary assignment or have been introduced to the client, that we will be entitled to charge the client an introduction/transfer fee, or to agree to an extension of the hiring period with the Client (after which you may be employed by the client without further charge being applicable to the Client).

Permission to Work in the UK

We are obliged, in line with Home Office guidance on the prevention of illegal working, to verify and take scans of original ID documentation, to verify your Passport via a Home Office approved online portal (details of which will be explained to you by your Consultant), or verify your Right to Work using a Share Code, as evidence of your right to work in the UK.

Equal Opportunities

We are committed to a policy of equal opportunities for all work seekers and will adhere to our policies at all times which are regularly reviewed to avoid unlawful or undesirable discrimination. We will treat everyone equally, irrespective of age, disability, gender reassignment, marital or civil partnership status, pregnancy and maternity, race, religion or belief, sex, sexual orientation, political beliefs or membership or non-membership of a Trade Union. You are fully entitled to belong to one or more Trade Unions.

Health and Disability

Please inform your Consultant of any health issues or disabilities that might be relevant to the position or role that you are seeking and make us aware of the reasonable adjustments that will enable you to perform the role sought. Please also inform us of any reasonable adjustments that might be required, in order for you to have access to our recruitment services and to attend interview or take aptitude tests.

General Data Protection Regulations (GDPR) please see: www.rrgroup.co.uk/privacynotice

The data that you provide verbally, in an email, on a CV or on any other documentation will assist us to provide you with work finding services. In providing these services to you, we operate on a Legitimate Interest basis holding your personal data on a computerised database for a reasonable and undefined period of time. This data will be processed lawfully, fairly and in a transparent manner at all times and may be transferred to our clients or third parties for the purpose to prevent or detect crime, to protect public funds or any other way permitted or required by law. By completing the registration process, you consent to your personal data being processed and forwarded to clients and references being requested and submitted to potential employers. Your details will not be transferred to countries outside of the European Economic Area (EEA). We are a Registered Data Controller with the Information Commissioner's Office (ICO) and assure you of privacy, confidentiality and care with which your data is handled. Should you require that your details be deleted from our database at any time, please advise and we will do so within the legally required timescales.

Modern Slavery Statement

We are committed to developing and adopting a proactive approach to tackling hidden labour exploitation. Hidden labour exploitation is exploitation of job applicants and workers by third party individuals or gangs other than the employer or labour provider including rogue individuals working within these businesses but without the knowledge of management. It includes forced labour and human trafficking for labour exploitation; payment for work-finding services and work-related exploitation such as forced use of accommodation. It is understood that it is often well hidden by the perpetrators with victims, if they perceive of themselves as such, reluctant to come forward. If you, yourself or anyone you know has experienced such treatment or have any concern at all please let us know now or at any time in the future.

Criminal Convictions

During the registration process you will be asked if you have any unspent criminal convictions outstanding against you. It is a legal requirement that you must declare any unspent criminal convictions. You do not have to declare any spent criminal convictions.


Key Information Document

This document contains key information which applies to the relationship between you and Reflect Recruitment Group **if you do temporary work**. Further details can be found in your contract, Terms of Engagement for Agency Workers (Contract for Services). You may raise any concerns directly with your Reflect Recruitment Group Consultant or alternatively the Employment Agency Standards Inspectorate (EASI) on 0204 566 5333 reference section 8A of the Employment Agencies Act 1973.

Your Name:	
Employment Business name and address:	Reflect Recruitment Group Ltd of 3-5 London Road, Newark, NG24 1TN. Tel: 01636 700373
Type of contract you will be engaged under:	Terms of Engagement for Agency Workers (Contract for Services)
Rate of pay / Minimum rate of pay expected	Your minimum rate of pay will be no less than the National Minimum or Living Wage as specified here; www.gov.uk/national-minimum-wage-rates . The Actual Rate of Pay will be notified on a per Assignment basis and set out in the relevant Assignment Details Form.
Intervals at which you will be paid	Temporary Agency Workers are paid weekly, each Friday in arrears by Reflect Recruitment Group by BACS transfer on a PAYE basis.
Costs and deductions required by law which affect your pay:	PAYE Tax Employee National Insurance Contributions Employee Pension Contributions (after 12 weeks, 5% of gross 'Qualifying Earnings' pay, per the Pensions Act 2008, if not opted out) Student Loan (as required) Reflect Recruitment Group are also required by law to deduct any County Court Judgements made against you, if instructed to do so.
Other costs and deductions that affect your pay:	No other deductions are made from your wages unless agreed with you beforehand, such as uniform/safety boots, clock card/fobs, locker keys or similar.
The amount (or where the amount cannot be stated, the method of calculation) of any other costs and deductions affecting your pay:	No other deductions are made from your wages unless agreed with you beforehand.
Services or goods for which we may charge a fee to you:	No fees are charged for any goods or services provided to you.
The amount (or where the amount cannot be stated, the method of calculation) of any fees for services or goods for which we may charge a fee to you:	No fees are charged for any goods or services provided to you.
Non-monetary benefits you're entitled to:	Access to collective facilities provided by a client on day one of an assignment under the Agency Worker Regulations 2010 although these will vary from client to client.
Annual Holiday entitlement and pay:	Statutory holiday entitlement of 5.6 weeks, pro-rated for part time work. Holiday pay is accrued and paid as requested, when time off is taken. If you have over 12 weeks of continuous employment with one company, your holiday entitlement may be increased as per the Agency Worker Regulations. Further details will be available in your Contract.

Below is a representative example statement showing gross pay, costs and deductions, any fees charged and net pay for a week's work. This is an example only and the amounts are dependent upon the pay rate and hours that you actually work.

For the purposes of this example, we have used the National Living Wage pay rate for a Worker who has surpassed the 12-week Qualifying Period.

Date	Employee	Payroll No	NI No				
10/04/2026	Mr. S SAMPLE	25499	AB123456C				
Payments		Units	Rate	Amount	Deductions		Amount
Basic Rate		37.50	12.71	476.63	PAYE Tax	43.41	
					National Insurance	18.79	
					Pension	17.83	
Mr. S. SAMPLE		Totals This Period		Totals This Year To Date			
SAMPLE		Total Gross Pay		476.63	Total Gross Pay TD		476.63
SAMPLE		Gross for Tax		476.63	Gross for Tax TD		476.63
		Earnings for N.I.		476.63	Tax Paid TD		43.41
		Payment Period:		Weekly	Earnings for NI TD		476.63
					National Insurance TD		18.79
Reflect Recruitment Group Ltd		Payment Method: Direct BACS		NET			
Tax Code: 1257L Dept:		Tax Period: 1 Hol Yr End: 31st Mar		PAY		396.60	

Thank you again for choosing to work with us. As this has been emailed to you, unless you reply to the contrary, we will presume your acceptance of both the Working With Us and Key Information Documents above.