

Complaints, Conduct & Behaviour

DatumRPO

Complaints, Conduct and Behaviour

General Complaints

If you are experiencing any problems at work, or have a complaint, reach out to your Datum Payroll Representative who will be able to support you to get your concerns resolved.

We will always do our best to resolve any complaints fairly and promptly, providing you with a full response after our investigation.

How to Make Us Aware of Your Concerns

- Most issues can be resolved by speaking to your Datum Payroll Representative.
- If you feel you cannot talk to your manager, or if your Datum Payroll Representative is not able to resolve your concerns, please request to speak to the Datum area manager.
- If after speaking with your Datum Payroll Representative and the area manager, you feel the complaint still is not resolved, please put your complaint in writing and send through to *helpdesk@datumrpo.com*

Our management team will review your complaint and arrange for it to be investigated.

If you do not feel able to raise your concerns with your area contact, please follow step 3 and email helpdesk@datumrpo.com If you wish to raise your complaint anonymously or if it is a sensitive issue, you might wish to raise it through our whistleblowing service, SpeakUp.

Complaints About Pay

We aim to pay you accurately and on time, but if you have any queries or complaints, please follow these steps:

- Discuss the matter with your Datum Payroll Representative.
- If your Datum Payroll Representative is not able to resolve your query to your satisfaction, please follow our complaints procedure.

Equal Opportunities, Discrimination and Harassment

At Datum we are committed to treating everyone in the same way, regardless of the following 'protected characteristics': age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage or civil partnership, pregnancy, and maternity. We also fully respect the rights of our workers to register and participate in trade union activities.

Datum does not accept any unlawful harassment or discrimination on these or any other grounds and we place an obligation on all staff to respect and act in accordance with our policies.

Anyone who suffers from, or witnesses' discrimination or harassment has the right to raise a complaint. Datum takes such matters very seriously and no one who makes a statement or complaint in good faith will suffer any adverse consequences.

Whistleblowing

We encourage a free and open culture and if you need to raise a sensitive issue, please feel free to contact our confidential whistleblowing service, SpeakUp.

Examples of issues that you might wish to raise via SpeakUp are:

A criminal offence (e.g., fraud) Someone's health or safety is in danger Risk or damage to the environment.

An injustice

If you suspect that the Company is engaged in unlawful activities (for instance, lacking appropriate insurance coverage) or if you have reason to believe that someone is concealing misconduct, you have the option to reach out to us through:

SpeakUp at speakup@staffline.co.uk

Your Conduct & Behaviour

When on an assignment, you are representing Datum.

The offer of any future assignments may depend on your good conduct. We expect you:

- To take reasonable steps to safeguard your own and others' health and safety.
- To comply with the client's rules and reasonable instructions These will be detailed in your site induction.
- To provide a good standard of care and skill in your job
- To treat the client's staff, fellow workers, Datum workers and visitors with courtesy and respect
- To collaborate with the best interest of Datum and the client in mind

What will happen if you fail to follow our code of conduct?

If we determine through reasonable review, that you have not been working in line with our code of conduct, you may face disciplinary action and/or have your assignment terminated.

To access our full disciplinary procedure, please contact your Datum Payroll Representative. Datum reserves the right to amend its non-contractual disciplinary procedure.

Modern slavery and worker welfare

Modern Slavery is when someone is controlled and exploited by others; this can be financial control, threatening or violent behaviour, and where someone does not feel able to escape a situation (someone or a group may have taken passports or money and/or threatened the person or their family). It is not limited to these actions and at Datum, we work alongside other organisations to help eliminate modern slavery in our business and within the UK.

We take the issue of labour exploitation seriously and are totally committed to looking after and protecting all our workers from this crime. We work discreetly and professionally to identify signs of exploitation. We also collaborate with the authorities to help potential victims of

trafficking and provide evidence for cases. We encourage all our workers to report any signs of mistreatment through the various confidential channels.

Helpline

The Modern Slavery Helpline number is: 0800 0121 700.

We are a business partner in the Stronger Together initiative, to help reduce Modern Slavery in the UK. To find out more, please visit: http://stronger2gether.org/

We would also request you review the Datum Red Flags to help you identify potential risks and what to do if you have concerns.

Ethical Policy

Datum is committed to ensuring the protection of the rights of all those that work for us. Wherever possible we operate above the minimum standards required by law to ensure that our workers are treated fairly and are safe whilst working for us.

All our workers have access to remedy if they choose to raise any issues of concerns at any time. We take the health, safety, and welfare of our workers extremely seriously and will endeavour to support our workers with any queries raised with our Datum teams.

No discrimination, harassment threats or abuse will be practiced or tolerated by our Senior Management team, and we will ensure that our workers personnel data is protected and treated as confidential.

What should you do if you are asked to pay for work?

We assure you that no fees are payable by you for work-finding services. At no time should you offer or be asked for gifts or money in connection with any assignment with Datum. If you are in doubt about any of this then please contact the Compliance department email *datum.payroll@datumrpo.com* so that we can address and pass on the information as part of an intelligence picture to the authorities, as this practice is

Drugs & Alcohol

We recognise our duty of care to our workers and acknowledge the impact that inappropriate use of, or dependency on, drugs, alcohol or other substances can have on the working and personal lives of our workers. We collaborate with our clients to ensure that the workplace is safe for all workers and that where cases of dependency or inappropriate use of drugs, alcohol or other substances is identified, testing is deployed, and support is provided. And where appropriate, proven use of drugs, alcohol or other substances might result in disciplinary action or the termination of a worker's assignment.



CONTACT NUMBER

0330 041 5255

EMAIL

helpdesk@datumrpo.com

WEBSITE

www.datumrpo.com

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