

# WELCOME TO OUR TEAM



# Contents

## **ctrg**

**3** Our values

## **Colleague Benefits**

**4** Stream

**5** Company Shop

## **Important information**

**6** Whistleblowing

**7** Able Futures

**8** Booking holidays

**9** Leaver process

**10** Sickness and absence



## A message from our COO, **Mark Brown**

### **Welcome to our team!**

We are excited to have you join our team and we wish you every success in your employment journey with us.

Should you need any assistance or have any questions during your time with us, please don't hesitate to speak to your site team.

# Our Values



shaping the **future** of work.

**Agility** - Moving quickly and efficiently through powerful technology, creating a smooth experience for both talent and employers.

**Inclusivity** - Championing diversity across roles, industries, and backgrounds to empower everyone to thrive.

**Efficient** - We will continuously look to drive efficiencies across our divisions, systems, and technology platforms to optimise our service delivery.

**Innovation** - Constantly embracing forward-thinking solutions to improve the hiring journey.

**Integrity** - Building lasting relationships through transparency, honesty, and trust.

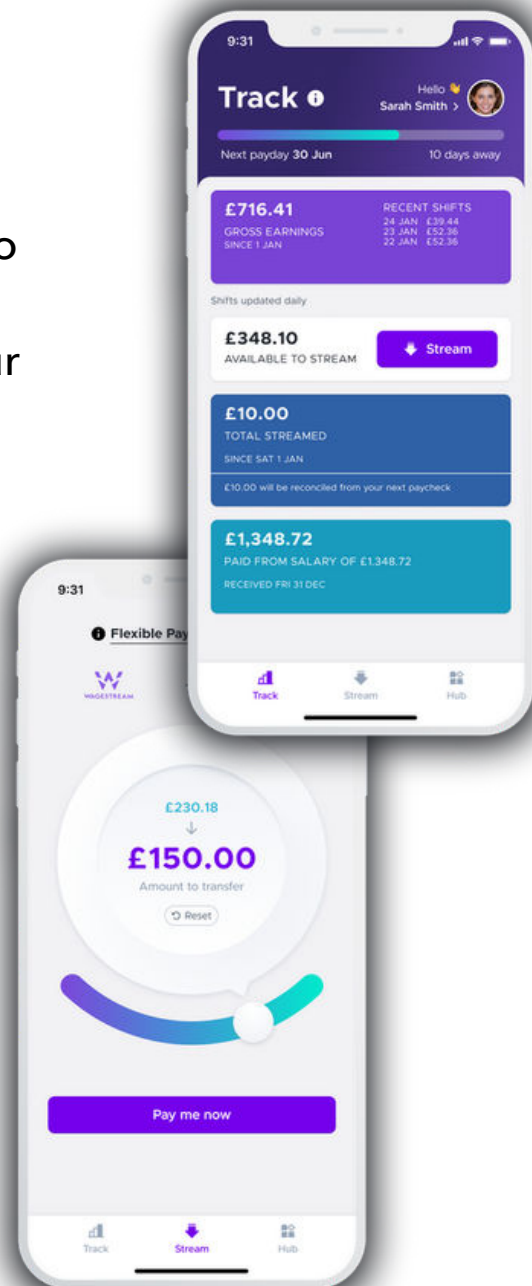


We are proud to be a **flexible pay employer** - giving our colleagues the power to choose when to get paid.

By unlocking the pay cycle, in partnership with Stream, we aim to reduce financial exclusion and improve financial wellbeing for our colleagues.

Our colleagues have access to a range of features in Stream including:

- Flexible pay
- Building a savings pot
- Benefits checker
- Vouchers
- Finance coaching





# COMPANY SHOP



## JOIN COMPANY SHOP

**And get up to 70% off RRP!**

As an approved as a partner of Company Shop. This partnership allows our staff and colleagues to access the exclusive membership scheme **free of charge**.

### How to access Company Shop...



**1. Scan the QR code at the top of the poster**



**2. Select 'FMCG Logistics'**

**3. Complete the form using one of the following company names:**

- CTRG Limited
- Challenge-trg Skills

**4. On your first visit to a store, you will be required to show:**

- A payslip to show your employment with us
- Identification to match membership details

[Link to access here](#)



# Whistleblowing


Our organisation is committed to maintaining the highest standards of integrity and accountability. If you observe any unethical, illegal, or unsafe activities, you are encouraged to report them through the appropriate channels.

Whistleblowers are protected from retaliation, and their confidentiality is assured. By speaking up, you help us create a safer and more ethical workplace.

Remember, your voice matters in upholding our values and ensuring a positive environment for everyone.

**If you ever find yourself in a situation where you need to report wrongdoing, it's crucial to follow the proper channels to ensure your protection and the effectiveness of your report.**

 [whistleblowing@ctrq.co.uk](mailto:whistleblowing@ctrq.co.uk)

 0330 1279 010

**[Our full whistleblowing policy can be found on our website.](#)**

# What is Able Futures?

Our business has partnered with Able Futures, a government initiative that provides mental health support for any employee whose mental health is impacting them at work. Able Futures delivers the Access to Work Mental Health Support Service, which can give you a mental health professional to talk to about whatever is on your mind.

There's no charge to use the service and, over nine months, support from Able Futures can help you learn how to take care of yourself so you can feel more able to tackle issues, feel better and learn new ways to manage your mental health throughout the ups and downs of life.

## How does it work?

Support from Able Futures is available over the phone, video calls and through email, and it's a completely confidential service. Able Futures won't inform us, your colleagues, family or friends that you have accessed the service.

If you feel you could benefit from some support with your mental health and wellbeing, call Able Futures on **0800 321 3137** or visit [www.able-futures.co.uk](http://www.able-futures.co.uk) to find out more about the Access to Work Mental Health Support Service and sign up online.

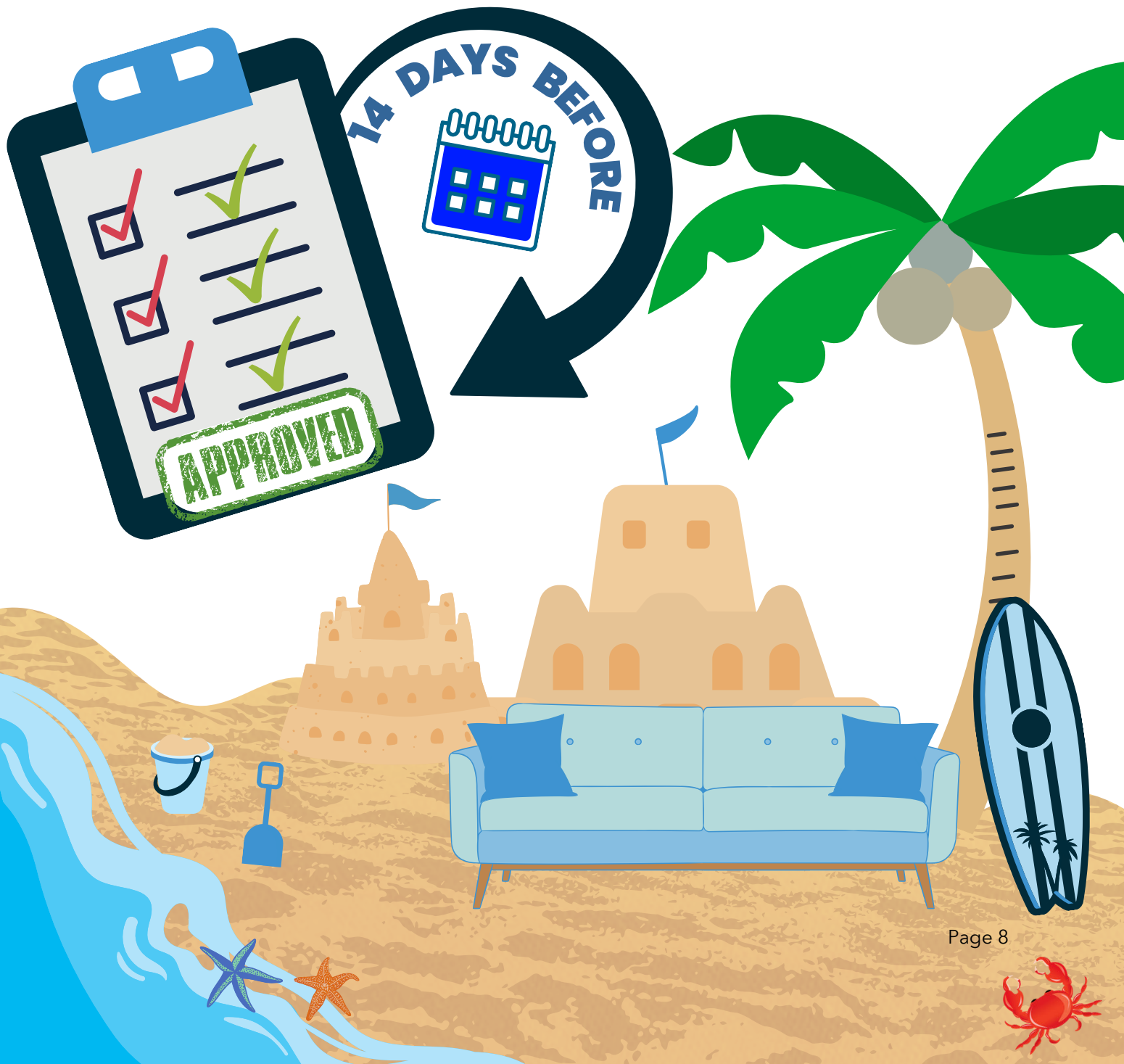
**This service is completely confidential and your information will not be shared unless you give your permission.**

## Who can access this service?

Colleagues who have been on a contract for an anticipated 9 months or more.

# Booking Holidays

All holidays must be submitted and **approved** at least 14 days before you plan to be away from work. Remember, the earlier you book your holidays, the better. Speak to your management team if you have any queries or need support.



# Leaver Process

If you decide to end your assignment, please inform your management team as soon as possible. You will need to complete the leaver form in your portal, which is crucial for ensuring your departure is processed smoothly and correctly.

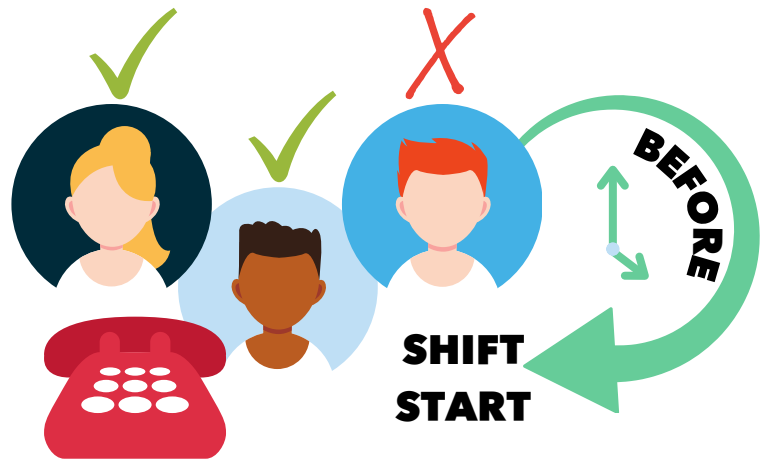
Please return any consumables provided by the company to your management team by your last working day. Failure to return these items may result in a deduction charge from your final payment.

If you do not notify your management team about your departure, you will be marked as AWOL (Absent Without Leave) and will follow the AWOL process.



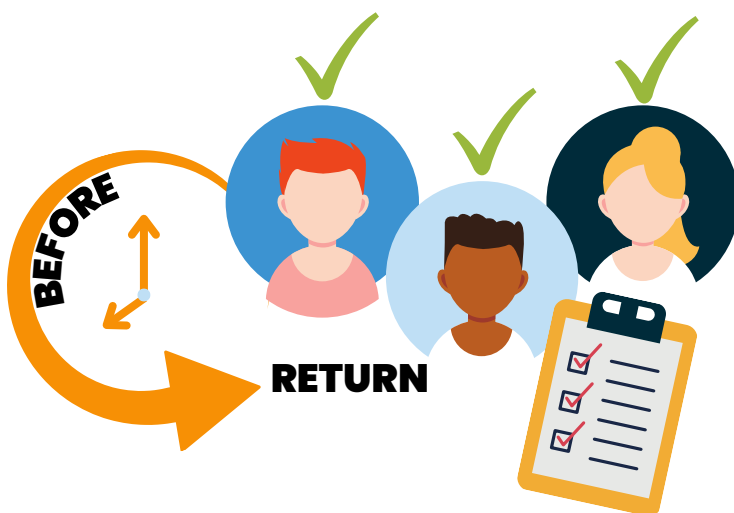
# Sickness & Absence Process

All absences must be reported to your on-site team at least 2 hours before your planned shift. Any fit notes in relation to sickness must be sent to the on-site team.



You must keep in contact with site daily to update the team regarding your situation or condition - unless an agreed return date has been implemented.

Our full sickness and absence policy can be found on our [website](#).



You must report your return in advance. A return to work will need to be completed before you can start work.

 **ctrng**

