

# HOPS Workers Handbook 2019



<b>Page 3</b>	<b>Background &amp; Overview – Do you qualify</b>
<b>Page 4</b>	<b>How to enquire and apply</b>
<b>Page 5</b>	<b>What work is available; What is in it for me?</b>
<b>Page 6</b>	<b>Application form and considerations</b>
<b>Page 7</b>	<b>Hops Repatriation Insurance</b>
<b>Page 8-9</b>	<b>NFU Mutual Policy Summary</b>
<b>Page 10</b>	<b>Employment – support whilst working</b>
<b>Page 13</b>	<b>How farmers &amp; growers qualify to employ participants</b>
<b>Page 14</b>	<b>Additional Information</b>
<b>Page 15</b>	<b>Disciplinary Procedures; Cancellation Policy and Cars</b>
<b>Page 16</b>	<b>Complaints, Personal Information and Data Protection</b>
<b>Page 17</b>	<b>Discrimination and Final Thought</b>
<b>Page 18</b>	<b>HOPS Representatives</b>
<b>Page 19</b>	<b>Income Tax &amp; NI / How do I find out more</b>

## Background & Overview

### Who are HOPS and what can we do for you?

HOPS connects people from the UK and overseas looking for work within the horticultural and land-based sectors with the farms and organisations that have the seasonal, temporary and permanent roles to offer them. HOPS then help to support these workers with their training, career development, search for further employment, and any issues they may have whilst working here in the UK. HOPS is a wholly-owned subsidiary of the National Federation of Young Farmers' Clubs (England and Wales) (NFYFC), so if you wish to join the NFYFC ([www.nfyfc.org.uk](http://www.nfyfc.org.uk)), we can help you tap into their immense social calendar for your entertainment when you are not working. HOPS Labour Solutions are based at the YFC headquarters at Stoneleigh Park.

The Seasonal Workers Programme (SWP) is an initiative HOPS uses to provide farmers and growers in the UK with a source of labour to meet their workforce demand for seasonal, part-time or full-time positions. The scheme enables participants from Romania, Bulgaria and other EU countries with free access to work in the UK, to learn something of the country's culture and language during their stay and to earn a fair amount of money in the process.

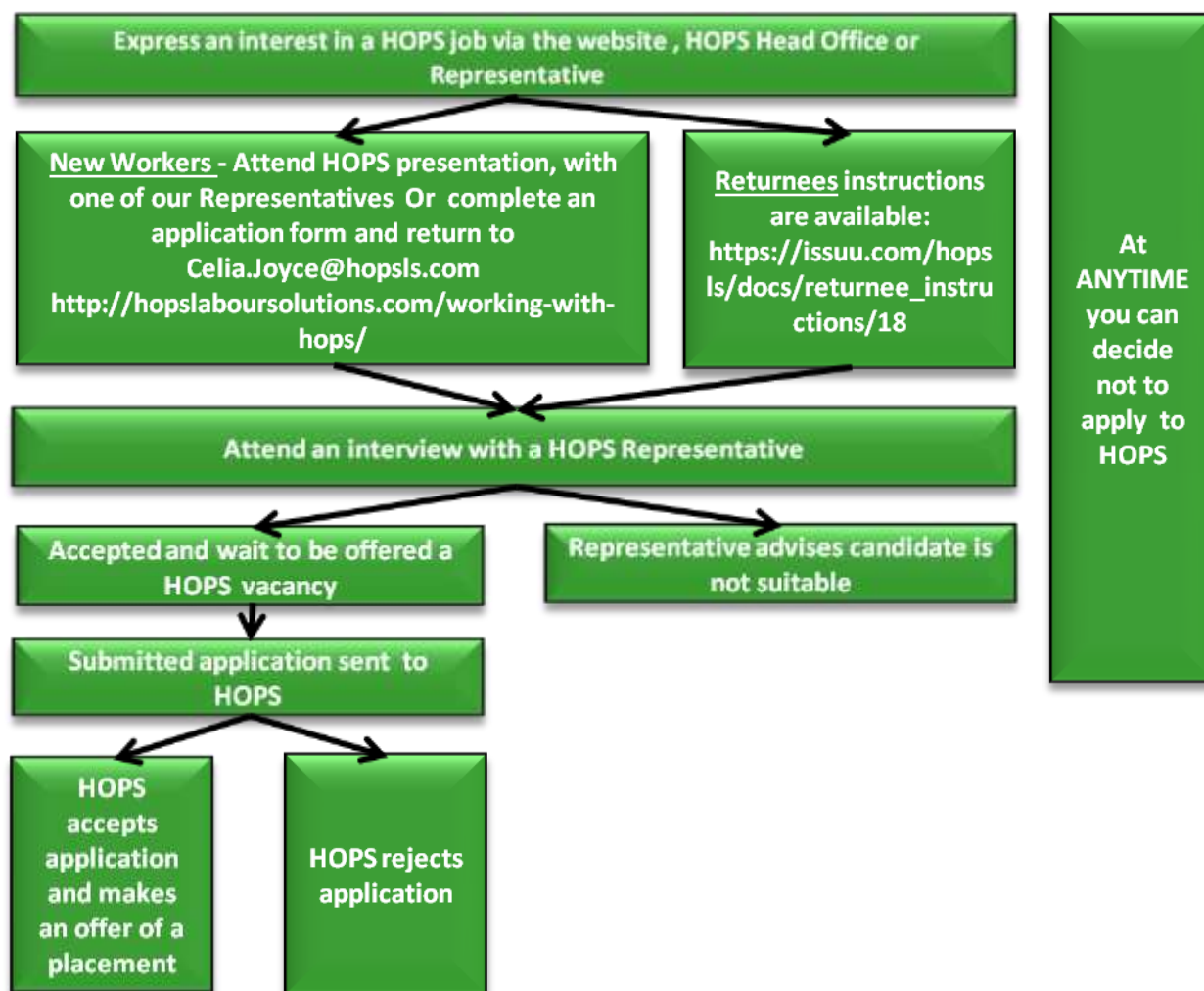
## Do You Qualify?

### What do you need to work with HOPS?

- a) Applicants **MUST** be aged 18 or over on the date of arrival in the UK. *Note: there is no upper age limit.*
- b) Applicants need to provide us with a valid Passport or ID card for the duration of their work certificate, plus one or more of the following documents:
  - Birth Certificate.
  - A copy of your Diploma/Degree/Masters Certificate (in English or a certified translated copy).
  - A copy of the highest educational qualification/certificate you have been awarded to date (in English or a certified copy).
  - Where required for a specific role a Criminal Records check
  - A copy of any other qualification relevant to the work you will be doing (this list is not exhaustive).
    - i. Driving licence
    - ii. Tractor driving licence
    - iii. Minibus driving licence (category D)
- c) Generally, no special skills, experience or attributes are required by those undertaking seasonal work on farms through HOPS. However, farmers and growers value participants who have worked or studied agriculture or horticulture and are able to speak and understand the English language.
- d) Applicants should be willing and able to work in the UK for the duration of their placement stated on your SWP Certificate.
- e) Applicants will be provided with Repatriation Insurance at no cost to themselves. They may take out their own travel insurance to cover loss of possessions if they wish, before travelling to the UK.
- f) All applicants **SHOULD PROVIDE US WITH AN INDIVIDUAL EMAIL ADDRESS. YOU MUST NOT SHARE AN EMAIL ADDRESS WITH ANOTHER PERSON.** Your Facebook email is acceptable to use.
- g) **Applicants must answer all questions and sign the application form personally.**

## How to Enquire and Apply

Process Flow for Applications (HP19003)



It is not HOPS policy to return you to the same farm unless specifically requested.

## What work is available?

A wide variety of job roles are available to those recruited by HOPS. The vast majority of seasonal work within the agricultural and horticultural industry is to be found in the fruit sector (currently 70% of jobs), with the vegetable/salad sector (currently 15% of placements) and a wide spectrum of horticultural works making up most of the remaining roles.

**Therefore, predominantly, the tasks that you can expect to be offered are planting, hand harvesting, on-field packing and general crop husbandry/maintenance of fruit or vegetable crops (edible produce). Work is usually manual and unskilled so no experience is necessary as full training and support will be offered in the workplace. Once experience has been gained in the field, candidates can then be considered for development roles – including supervisory and management positions – should they wish.**

There are also a limited number of placements available in other sectors, for example, potato grading, tomatoes, salad crops, flowers and plants, livestock farms and also some machinery roles where a licence (for forklift, trailer, tractor etc.) will be required. In some cases employers may even be prepared to pay for this training. Where participants are expected to drive vehicles on the road, they will be asked to demonstrate, in person, to their employer (the farmer or grower) that they are suited to the role and competent to drive vehicles safely on UK roads. In addition, they should have a good command of the English language in order to understand road and safety signs.

It is sometimes the case that your work placement does not last as long as expected. If you wish to extend your period of work in the UK, it may be possible for you to apply for a transfer, although of course HOPS cannot guarantee to be able to find participants a further placement.

Please note you are relied upon to remain at your placement until the farmer/grower has finished.

## What is in it for me?

### When, how and how much will I be paid?

Workers will receive their first wages about 7-14 days after they start work. Please be aware that you may **not** be able to start work as soon as you arrive at the farm if the crop is not ready, something that is often controlled by seasonal weather fluctuations, and is of course out of our control. It would, therefore, be sensible for you to have at least enough money with you for food during the first week – remember that food and other items are expensive in the UK.

Each week of work on a farm can be very different, ranging from just a few hours (if the weather is bad) to 5 or 6 full days. This fluctuation could be due to the crop not being ready or yielding less at harvest than expected, and the weather WILL affect the amount of work you can do in the field. Do **not** expect to be able to work every daylight hour that you are on the farm.

In the UK, every employer is required to pay their employees at least a specified minimum wage. This rate of pay is determined by:

- The National Minimum Wage (England) – <https://www.gov.uk/national-minimum-wage-rates>
- The Scottish Agricultural Wages Board - [www.scotland.gov.uk](http://www.scotland.gov.uk)
- Agricultural Wages Orders for Northern Ireland - [www.dardni.gov.uk](http://www.dardni.gov.uk)

Often your pay will be calculated by the **PIECEWORK** method where the crop you pick is weighed and you are paid for each kilogram. Therefore, the harder you work the more you will be paid. On this system most workers will earn more than the minimum rate per hour. If you find it difficult to keep up, the farmer may choose to train you again so that you can learn to pick the crop more quickly. However, if after this extra training, you are still too slow to earn the minimum wage, and the farmer has no alternative employment available for you, they may have no choice but to terminate your employment. It is often difficult for HOPS to move slow workers to another farm, and if we are unable to find alternative work for you it may become necessary to ask you to leave the programme and the farm. It is, therefore, of paramount importance that you should only apply for positions through us if you are dedicated to hard work.

Most participants earn an average of £240 – £280 per week before Tax, National Insurance and accommodation charges are deducted, although some can earn a lot more in peak season, with some hard-working individuals taking home £450 or more a week. Remember, full-time work cannot be guaranteed for the whole of your stay in the UK, particularly if the crop is late starting or the weather is bad when you first arrive. Then again at other times there may be more work than expected and the farmer may ask you to work longer hours for a period until additional help is found or the harvest is in. **Remember:** The majority of participants earn, on average, well over the minimum hourly rate and find their job experience through HOPS a very worthwhile and financially rewarding one – **you can too.**

From April 2018 the National Living Wage for workers aged 25 and above is £7.83 per hour. This will increase to £8.21 per hour from April 2019. The National Minimum Wage will continue to apply for those aged 21 to 24, currently £7.38 per hour rising to £7.70 in April 2019.

### **Pay Slips**

Every participant will be issued with a pay slip on payday. It is very important that you keep all pay slips issued to you. Should there be any disagreements over wages these will be evidence of your earnings. HOPS take accusations of underpayment very seriously; however, we cannot take any action without documentary evidence. In addition we strongly advise that you take a personal record of your working hours as a backup precaution.

### **Deductions from wages and other charges**

Those participating in the SWP scheme should expect some deductions to be made from their wages. These may include any of the following:

- National Insurance – All nationals of EU countries will be subject to National Insurance Contributions.
- Income Tax
- Charge for accommodation – This is usually deducted on a weekly basis and will be recorded on the payslip. This is currently £7.00 per day or £49.00 per week (due to rise in April 2019 to a rate of £7.55 per day/£52.85 per week).
- Deposit – Most farmers and growers providing on-farm accommodation will require participants to pay a bond or deposit against damage to the accommodation and facilities. Deposits are returned to the participant when they leave the farm providing no damage is done and the accommodation is left in a clean condition.

## **Application Form and Considerations**

### **Some things to consider when completing your application form**

- 1. Applicants must answer all questions and sign the application form personally** (Our Representatives are available to assist with this).
2. If applicants wish to be on a farm with their girlfriend/boyfriend/partner, please ensure that they apply to the same Representative and that the application forms are fixed together before they are sent to our office.
3. Do not copy someone else's application form, or use a form that has been allocated to another person.
- 4. PLEASE COMPLETE THE APPLICATION FORM ONLY IF YOU MEET THE CRITERIA LISTED ABOVE AND ARE HAPPY WITH THE INFORMATION CONTAINED WITHIN THIS DOCUMENT.**

### **If your application is NOT accepted, it will be for one (or more) of the following reasons:**

1. Parts of the application form were not completed correctly.
2. The details on the application form are not acceptable, for example if the applicant is not old enough to participate.
3. The application form was not signed.
4. Supporting paperwork was not enclosed with the application.
5. Your conduct, in previous years working through HOPS, was not considered appropriate.
6. You have been deemed not to be a suitable participant for the relevant position.

### **If your application IS accepted:**

You will receive an official invitation letter via email from HOPS that will include:

- Your SWP Certificate. Your employer will need to make a copy of your certificate for their records
- Details and travel directions to the farm

SIM cards are available free of charge from your Representative upon request.

Participants are advised **NOT** to buy any travel tickets until they have received their SWP Certificate or a confirmation letter from HOPS containing your employment details. Please consult your Representative for advice.

### **When you enter the UK you will need**

- **Your SWP Certificate** – this is an important document – DO NOT LOSE IT.
- All of the **HOPS booklets and papers** you were given with the application form and with the **Certificate**.
- The **Farm Information documents** as supplied by HOPS containing the details and directions for your farm.
- A **sleeping bag, and warm clothes and boots** to work in (including clothing suitable for cold or wet weather).
- **MONEY** for travel and food for at least the first 7 days: a sum of approximately £100-£150 sterling is recommended.
- All farm workers are advised to have a **TETANUS** injection before leaving for the UK.

## **Repatriation Insurance**

NFU Mutual HOPS Workers Insurance (Summary of cover attached below) is provided free of charge to each worker.

This does not cover any personal belongings and therefore you may wish to take out additional cover or your own travel insurance prior to leaving for the UK.

**Please note that if you work anywhere other than employment arranged through HOPS, your insurance cover will end.**

### The European Health Insurance Card (EHIC)

From 23 October 2017 anyone coming into an NHS Hospital for non-emergency treatment has to pay in advance if they are not entitled to free NHS treatment. We strongly recommend that if you are able to, you apply for and carry an EHIC card. This makes it easier for you to access medical treatment in some areas of the UK. If you require emergency care, this is free at the point of contact. However, if for example you are sent to any other part of the hospital for ANY treatment, this becomes chargeable. The best solution is for you to bring a European Health Insurance Card (EHIC) from your country of origin. You will not be denied emergency treatment in the UK with or without this card, but please note you may incur charges for some treatment.

Pre existing medical conditions may not be treated for free under the NHS even with an EHIC card present.

### HOPS Labour Solutions Participant Insurance – 2019 Policy Summary

This policy summary does not contain the full terms and conditions of the insurance policy, which can be found in the policy document. A copy of the policy document is available on request.

The insurance policy is underwritten by The National Farmers Union Mutual Insurance Society Limited (NFU Mutual).

The period of cover starts from the date you arrive in the United Kingdom during 2019 and ends when your placement arranged by HOPS Labour Solutions ends or you depart from your employer's farm whichever is the earlier.

### Questions and answers about the policy

#### What are the key features of the policy?

Key Features	Limit
<b>Repatriation and associated costs</b> Costs of necessary repatriation, additional travel or accommodation following accidental physical injury or illness.	£25,000

#### What are the key exclusions or limitations of the policy?

##### Repatriation

- pregnancy or childbirth
- intoxicating alcohol or drugs
- HIV and related conditions
- motor cycling
- various hazardous activities such as mountaineering or rock climbing, any activities taken against medical advice and other specified activities

#### How can I make a claim?

To report an incident that may give rise to a claim on your policy, claim forms are available via your employer from: HOPS Labour Solutions, The National Federation of Young Farmers' Clubs, YFC Centre, Stoneleigh Park, Warwickshire, CV8 2LG (telephone 02476 698000). Completed claim forms should be sent to HOPS Labour Solutions and payment of the claim will be via them. If you are about to leave, the farm may settle your claim and your claim will then be to reimburse them – this must be clearly shown on the claim form.

#### What do I do if I want to complain?

If you are unhappy with the service you receive, please tell us straight away as we would like the chance to put things right. You can do this by calling us on 01789 202995 or in writing. You can also use our website [www.nfumutual.co.uk/complaints](http://www.nfumutual.co.uk/complaints) to find out more information or to make a complaint.

If you remain unhappy with the outcome you may be able to refer your complaint to the Financial Ombudsman Service.

For more information visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or call 0800 023 4567 from a landline or 0300 123 9123 from a mobile phone.



## **Am I entitled to compensation?**

NFU Mutual is covered by the Financial Services Compensation Scheme (FSCS), which means that you may be entitled to compensation from the FSCS if we cannot meet our obligations. This depends on the type of policy you have and the circumstances of the claim. You can find out more at [www.fscs.org.uk](http://www.fscs.org.uk) or by calling 0800 678 1100.

## **The Law**

You and NFU Mutual are entitled to choose the law applicable to the insurance policy. NFU Mutual proposes to choose English Law as the law applicable to the insurance policy.

The contract and the relationship between NFU Mutual and you shall be governed by, and interpreted in accordance with, English Law. The contract shall be subject to the non-exclusive jurisdiction of the English Courts.

## **Statutory Status**

NFU Mutual is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority. Financial Services Register number 117664. You can access the Financial Services Register from the FCA website [www.fca.org.uk](http://www.fca.org.uk) or by calling the FCA on 0800 111 6768.

## **Language**

The contract and other documents are drawn up in the English language. We will communicate with you in English throughout the duration of the policy.

## **Claims Handling Process**

If anything happens that may give rise to a claim, you must tell us as soon as possible, giving your name and policy number.

If a claim is being made against you:

- do not respond to any writ, letter, claim or other documentation;
- send any writ, letter, claim or other documentation to us without delay;
- do not admit, repudiate or negotiate any claim

NFU Mutual is The National Farmers Union Mutual Insurance Society Limited (No. 111982). Registered in England. Registered Office: Tiddington Road, Stratford upon Avon, Warwickshire CV37 7BJ. Authorised by the Prudential Regulation Authority and regulated by the Financial Services Authority and the Prudential Regulation Authority. A member of the Association of British Insurers.

For security and training purposes, telephone calls may be recorded and monitored.

[www.nfumutual.co.uk](http://www.nfumutual.co.uk)

## Employment

### What do HOPS do to support you whilst you are working?

#### Support

HOPS have a dedicated team here to help you and ensure that your job runs smoothly. HOPS will check to ensure high standards on the farm in relation to wages, accommodation and working conditions are maintained.

HOPS provides support to employers and workers to help both parties to get the best from one another. If you have a problem or need to ask a question, HOPS advise that it is usually best to talk to the Farm Manager in the first instance. If they are not able to assist, then it is time to contact your HOPS Representative. Failing that, HOPS Head Office staff will be happy to answer any questions or queries you might have.

#### Bank Accounts

In order for your wages and other money to be kept safe while you are working on the farm, we strongly recommend that you open a UK bank account prior to your arrival (please make sure that your account is with a bank that has a SWIFT code). Most farms will pay wages directly into their workers' bank accounts every week, and if you don't already have an account, we can arrange a prepaid Barclaycard. Although UK bank regulations require you to open the account yourself, your farm can help you to complete the process.

At the end of your employment, wages may be transferred to your home bank account. This may carry a commission charge and it is, therefore, recommended that transfers are made periodically throughout the season rather than weekly.

#### Barclaycard Prepaid

Barclaycard Prepaid is an alternative to having a bank account. HOPS and Barclaycard developed Prepaid cards to provide a solution for those who found it more difficult to open a UK bank account but still needed somewhere to store and access to their wages. Your employer may open a Barclaycard account for you.

- Cards can be used anywhere that VISA is accepted, on-line, face to face, via phone or ATM.
- Cards cannot be used to set up mobile phone contracts and credit agreements
- Cards cannot be used to transfer money directly from account to account
- Lost cards can be re-ordered through HOPS.
- Cards can be "emptied" at a bank branch at the end of the season if required for a £3 charge
- Funds can be taken home on the cards but will incur the normal VISA FX fee if used outside the UK – 2.99%
- Card life is 3 years
- For security the cards are "closed loop" – the only people who can load funds onto the cards are HOPS registered employers.

#### National Insurance Numbers

If you do not have a National Insurance (NI) number, it is your responsibility to obtain one. This can be done by arranging an appointment at the nearest Job Centre Plus office which processes NI applications. Farms may assist you with this process. Workers returning in the following year will be asked to put their NI number on the HOPS application form. **If you are married please ensure you bring a copy (a photocopy is sufficient) of your marriage certificate.**

### Some things to know about working on a HOPS certified farm

**The farms' main requirements are to get their crops harvested, prepared and planted at the appropriate time to enable them to fulfil their orders, sell their crops and receive their income. Workers who are efficient and assist farms with this will get on well at farms.**

**IF PARTICIPANTS FAIL TO MEET THE REQUIREMENTS FOR CONTINUED PARTICIPATION IN THE SWP SCHEME**, the following applies:

- Although you may apply to join the SWP scheme and may be offered a work placement by HOPS, we do recognise that, for some participants, the experience may differ from your expectations and you may find it difficult to continue to participate. By far the majority of participants enjoy their work experience on a UK farm and it may be that with further explanation, and more encouragement, you will too.
- If you are experiencing difficulty in participating in the SWP scheme, for whatever reason, then we would strongly recommend that you speak to your work supervisor on the farm in the first instance. The farm should understand that you may be homesick. In some instances you may be offered alternative work if what you are currently being asked to do is unsuitable or difficult for you. Furthermore, if you cannot participate in the scheme due to illness, then your work supervisor should be able to help you obtain medical attention.

### **Length of time a participant can expect to work on a farm and remain in the UK**

- The average period of time that work is available for participants on one farm is 16-20 weeks. Please refer to your SWP certificate for the estimated duration of your work placement. Further work may be available upon request.
- It is possible to plan two or more work placements in succession. If you are recruited for two or more work placements, you will be expected to complete them all.
- It is very important that you stay working on the farms for the whole time that the farmers have requested. Participants who leave their work placements early when work is still available will not be invited to participate in the scheme again.
- **You should aim to arrive at the farm up to 3 days before the start date, NOT AFTER.** If you arrive too early there may be no work available until the crop is ready for harvesting, and accommodation may not be prepared. If you arrive late then you may miss the training for the work and not be accepted at the farm, requiring you to make alternative arrangements.
- If the weather has affected the harvesting date of the crop, we will contact you to inform you of the new start date. You will be expected to arrive within 3 days of the new date.
- If you would like a few days holiday within the dates given on your SWP Certificate you should agree the dates with your farmer at least one week prior to taking the holiday.
- If, for some reason, you are unable to come to the UK, and want to cancel your application, you must inform your Representative immediately.

### **Health & Safety**

Your employer has a duty under the law to ensure that all of their employees are safe without threat to their health when working. In general the employer's duties include:

- Making the workplace safe and without risks to health.
- Ensuring machinery is safe and that safe systems of work are set and followed.
- Ensuring tools, equipment and substances are moved, stored and used safely.
- Providing adequate welfare facilities.
- Giving the information, instructions, training and supervision necessary for the employee's health and safety.

As an employee, you also have legal duties under the health and safety regulations. They include:

- Taking reasonable care for your own health and safety and that of others who may be affected by what you do or do not do.
- Co-operating with your employer on health and safety.
- Correctly using work items provided by the employer, including personal protective equipment, in accordance with training or instructions.
- Not interfering with, or misusing anything provided for your health, safety or welfare.
- To notify the employer and contact HOPS if you feel that you have been placed in an unsafe environment.

### **Working Time Regulations**

The Working Time Regulations implement the European Working Time Directive which provides workers with fundamental rights and protections. These can be summarised as follows:

A worker can only be required to work up to a limit of an average of 48 hours a week. An individual worker may agree to work more than 48 hours a week. If so, he or she should sign an opt-out agreement, which they can cancel usually with 7 days notice or 3 months depending on employer contract

**Employers cannot force a worker to sign an opt-out and you cannot be dismissed for refusing to sign one.**

You have a right to paid holiday which if not taken will be accrued and paid at the end of employment.

### **Type of contract of employment a participant may be issued with by a farmer or grower (the Employer)**

- Your contract of employment will be issued to you at your induction when you arrive on the farm.
- You should also be given written pay details when you start work at the farm.
- Many of the jobs available to participants will be based on a 'zero hours' basis: this means that there is no guarantee of work or continuity of work. It also means that an employer is not obliged to offer work to a participant every day, nor is the participant obliged to report for work each day. In reality most participants are offered work 5 or 6 days each week throughout the season.
- Some of the jobs available to participants will be based on a fixed term contract – usually the finish date will be the same as the finish date recorded on your SWP Certificate, or when the work at the farm ceases, whichever is sooner.

**If work at a particular farm becomes scarce (unplanned, for example due to a crop failure or poor weather conditions) the following will apply:**

- HOPS will endeavour to find alternative work placements for the affected participants. This may include arrangements for the temporary loan of workers to nearby HOPS registered farms.
- Participants may be asked to accept a short period of reduced work or perhaps no work if it is clear that full work will soon become available. In these circumstances employers will be asked to suspend accommodation charges.
- In extreme circumstances it may be that there is NO work available and in such cases the participants will be required to return home.

## Transfer System

There is a system whereby participants can apply to HOPS to move to another farm. This system also helps farmers and growers who have the capacity (both work and accommodation) to employ more participants to get extra labour quickly. In most cases your employer must give permission for you to transfer to another farm.

## Inviting named participants to return to a farm for another/subsequent year

HOPS operate a system whereby farmers and growers can invite named participants back to the farm for another season. These participants are known as '*Returnee participants*'.

At the end of the year, HOPS asks all farmers and growers to consider if they would like to invite any worker back to the farm for the following year. Often only the **very best workers** are invited back to work for the farm for another season. HOPS will issue a new application form directly to you via email. You do not need to use the services of a Representative although you are free to do so if you choose. No charges will be made to you by either HOPS or a Representative to complete the application process.

## How Farmers and Growers qualify to employ participants with HOPS

- All farms employing participants through HOPS must comply with the required criteria and must be registered with HOPS.
- Farms should provide accommodation (usually on the farm) with facilities for the resident participants, for which the farm may make a modest charge each week. This charge should be in line with the current NMW/AWB Orders. HOPS inspect the accommodation and facilities every two years to ensure that it is of a suitable standard. Not all workers are required to live on site: please discuss this at interview stage if you wish to live elsewhere.
- Farms are expected to provide a reasonable prospect of 39 hours of work per week for each participant. **It must, however, be noted that on occasion, due to unforeseen circumstances** (for example extremes in weather, a crop failure, customer demand), **there may be far less work and these hours cannot be guaranteed.**
- Farms are expected to operate their business within the parameters of UK legislation, including employment and health and safety legislation.
- SWP participants are direct employees of the farmer or grower and will be paid directly by them. HOPS are not the employer.

## Accommodation provided by farmers and growers

There are many different types of accommodation provided by farmers and growers ranging from a caravan to a farm cottage or hostel.

It is usual for participants to share all facilities, so you must expect some communal facilities; however, where reasonably practical, separate ablutions (toilet and bathing facilities) are provided for men and for women. In some instances, particularly on small farm units, accommodation may be shared by both genders. In this case, specific space will be reserved for each gender to ensure some level of privacy.

In most cases accommodation is single sex and, therefore, it is **important to note that provision for cohabiting couples is not always possible. Nor is it always possible to accommodate family members in the same accommodation.**

The most common form of on-farm accommodation is the mobile home or static caravan which houses 4 to 6 participants, with space for food preparation and eating, ablutions, sleeping and resting.

Another common form of accommodation is provided in a portable structure (such as a Portacabin) that is furnished for sleeping and resting. Often, the food preparation and ablutions will be provided in other specifically equipped units adjacent to the sleeping/rest units.

HOPS will visit each farm to check the accommodation provided is of a suitable standard for our workers.

### Refundable Accommodation Deposits

You may be asked to pay a refundable damage deposit for your accommodation. This is against wilful damage to the accommodation and facilities or cleaning charges if the accommodation is left in a particularly dirty condition. You should be shown an inventory of goods and condition of your accommodation before you move in, to which you will be required to check and sign to agree. This will then be referenced against when you leave your accommodation to determine if any amounts will be withheld or the full deposit will be returned to you.

The deposit will be a separate agreement from your contract of employment, and any repayments may be taken over a number of weeks and it MUST NOT take your wage below the National Minimum Wage rate.

## Additional Information

### Issues that could affect your continued participation in the SWP scheme

- **Participant's behaviour at the farm:** We expect all participants to behave well on and off the farm. We also expect participants to act in an honest and friendly manner towards their employer, his staff and the other workers at the farm. If participants cause ANY problems on or off the farm, or if they do not keep to the farm rules, or the UK law, then they may be dismissed by the farmer and asked to return home.
- **Drinking:** Alcohol is readily available in the UK and can be purchased by anyone over the age of 18. Whilst there is nothing wrong with having a drink with friends in the evening after work, please remember that you may have to get up early for work the next day when you need to be ready and able to work. This is particularly important if you are driving or using machinery as part of your role. Please drink alcohol in moderation.
- **Drugs:** In the UK it is illegal to take drugs of any kind that were not prescribed for you by a doctor. If you are found in possession of any non-prescription drugs you will be dismissed by your employer. You may also be liable to prosecution by the police.

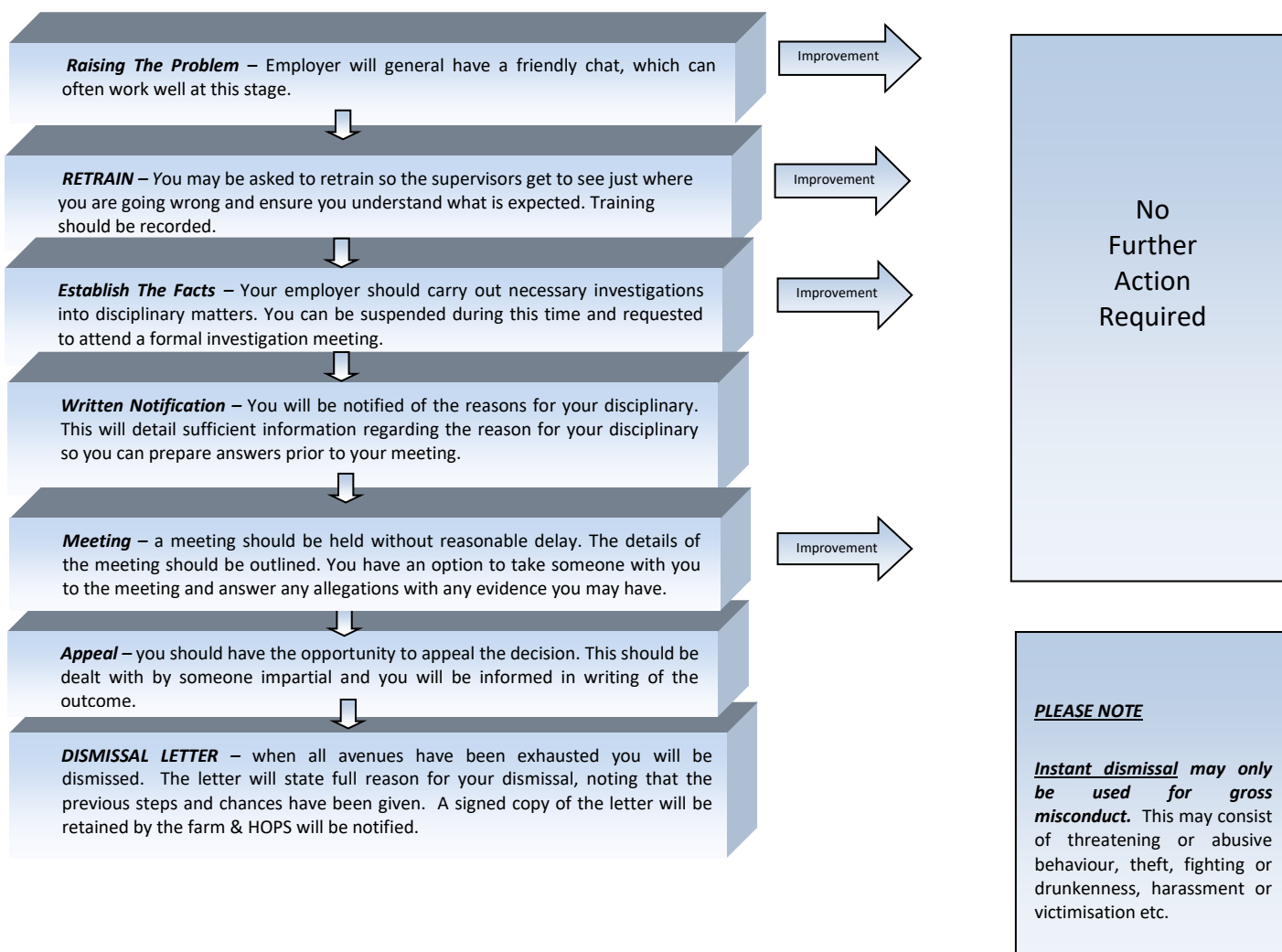
If you abuse the trust, rules or working practices of your farm, there is a very good chance that you will be asked to leave the scheme and return home. We would, therefore, suggest that while we hope you enjoy your time in the UK, we hope that you keep in mind that your primary role while here is to do a good job for your employer.

### Modern Slavery Act 2015

HOPS Labour Solutions Ltd works closely with its overseas partners and UK host employers to ensure that our workers do not fall victim to modern slavery. Prevention, detection and reporting modern slavery is the responsibility of all working for or alongside HOPS. If you have any suspicion or belief of any mistreatment of workers or individuals and/or any breach or conflict of this policy, please report it immediately to the Modern Slavery Helpline on 0800 0121 700 and inform the HOPS Directors. Our full Modern Slavery Statement is available on our website <http://hopslaboursolutions.com/modern-slavery-statement/>

## Disciplinary procedures

The following is a guide on how employers will discipline participants who are not performing to an adequate standard or for any justifiable reason.



## Cancellation Policy

- Applicants may cancel their application or participation at any time.
- All cancellations MUST be made to a HOPS Representative or to our Head Office directly by letter or email.

## Cars and Driving in the UK

### Cars

Before buying a car, participants MUST seek permission from their employer to keep a car on the farm. Please note, not many farmers allow cars on their farms. If the farmer does agree, he will ask to see all the documents that car owners MUST HAVE concerning the car – these are a valid driving licence, current MOT certificate, proof of current tax and an Insurance Policy which are all required before a car can be driven on the road. The insurance policy will cost several hundreds of pounds. If you purchase a car without the permission of the farm, you will be asked to dispose of or remove the vehicle.

Drinking and driving in the UK is a serious offence and you may be prosecuted and imprisoned if you are caught. HOPS advise you NEVER drive a vehicle if you have been drinking alcohol. HOPS advise NEVER get into a car with someone who has been drinking alcohol.



## Driving licences

Participants are advised to bring their driving licence with them if they plan to buy, hire or drive a car while they are in the UK.

**What the law requires:** The Law allows “a person resident outside the United Kingdom who is temporarily in Great Britain”, to “drive in the UK during a period of 12 months from the date of entry into the United Kingdom” provided that she/he holds an international driving permit or a domestic driving permit from a country outside the UK. We are advised that the date of entry should be the first original date of entry to the UK.

## Driving in the UK

It is strongly recommended that all drivers read The Highway Code: <https://www.highwaycodeuk.co.uk/>. The Highway Code explains all the rules surrounding driving on roads throughout the UK (including speed limits, road signs and their meanings plus much more).

## Complaint Proceedings

We recognise that for many of the applicants participating on the SWP scheme, this will be their first long stay away from home. As such it will be an exciting learning experience, but for some it may well also be a little overwhelming. Because we want all those who participate in the scheme to get the most out of their work experience – learning about British agriculture and our culture whilst earning a reasonable wage in the process, we at HOPS offer all the support you may need.

If participants have a concern about their work placement, the work they are undertaking, their wages, their accommodation, or access to social and cultural facilities then please discuss these with your farm supervisor in the first instance.

If the farm supervisor is unable to resolve the concerns to your satisfaction, then the next stage is for you to contact the HOPS office preferably by email to [hops@hopsls.com](mailto:hops@hopsls.com). If the complaints are concerning wages, the complaints must be made IN WRITING and include photocopies of payslips together with precise details of the number of hours worked EVERY DAY. We will then agree a suitable course of action to address these concerns. **It is essential that you retain all of your payslips for this purpose and make personal records of your working hours.**

We will need to discuss all complaints with the host farm – however, please note the details of the participant making the complaint will be treated as confidential and will not be shared with the host farm without your permission.

## Personal Information and Discrimination

### Privacy Notice

HOPS will process your personal data for the purposes of arranging employment for you and providing any directly related support before, during and after that employment as required. This includes the provision, without charge, of repatriation insurance. The lawful basis under which HOPS will process your data is processing under contract. During the process of your recruitment and selection for employment, or during your employment, HOPS, and/or one of its registered representatives and/or registered employers may request information relating to your health. This will only be requested in relation to your working capacity. The lawful basis under which HOPS will process this data is processing under contract.

In order to deliver these services, HOPS will share your personal data with:

- any employer that is registered with HOPS, and with which you have accepted an offer of employment;
- any of HOPS' representatives through which you have applied to HOPS;
- NFU Mutual Insurance Society Ltd for the provision of repatriation insurance;
- IT service providers, principally Exploding Phone Ltd;
- HOPS' auditor, Grant Thornton UK LLP.



HOPS will also share your personal data with a government body with appropriate authority where this is required by law. The lawful basis for this processing is legal obligation.

HOPS will not transfer your personal data outside of the European Union. HOPS will retain your personal data for no longer than 5 years.

You have the following rights regarding your personal data:

- the right of access to your data;
- the right to correct your data if it is incorrect;
- the right to ask for a copy of your data to be transferred to another organisation;
- the right to ask for your data to be deleted.

If you wish to exercise any of these rights please contact HOPS:

HOPS Labour Solutions Ltd

Unit 178, 10<sup>th</sup> Street

Stoneleigh Park

Kenilworth

CV8 2LG

Tel: +44 (0)24 7669 8000

Email: [hops@hopsls.com](mailto:hops@hopsls.com)

### **Data Protection**

HOPS require all farmers and growers to include a statement regarding the processing of personal data in their terms of employment with participants.

If you have a complaint regarding the processing of your data please contact HOPS. You also have the right to lodge a complaint with the supervisory authority, the Information Commissioner's Office (ICO) at any time. Should you wish to exercise that right the full details are available at the ICO website, <https://ico.org.uk/>

### **Discrimination**

Discrimination against anyone with regard to their gender or race is illegal in the UK.

### **Final thought**

Carefully consider whether a trip to work in the UK is right for you, bearing in mind that it is not a holiday – it is hard, physically demanding work. Remember that if you cannot do the work fast enough to meet the UK minimum wage you may be asked to leave the farm without covering your costs to travel to the UK. The majority of participants earn the minimum wage without trouble and their visit to the UK very worthwhile and financially rewarding experience. HOPS employers warmly welcome their HOPS participants and value the work that they do.

**If you decide to apply to come to the UK as a HOPS participant and are successful, we wish you a happy stay in the UK.**

### **Disclaimer**

HOPS Labour Solutions Limited has used its best endeavours to ensure that the content, layout and text of this document are accurate, complete and suitable for its stated purpose. It makes no warranties, express or implied, that compliance with the contents of this document shall be sufficient to ensure safe systems at work or operation. HOPS Labour Solutions will not be liable to pay compensation in respect of the content or subsequent use of this document for any purpose other than its stated purpose or for any purpose other than that for which it was prepared except where it can be shown to have acted in bad faith or there has been wilful default.

## HOPS Representatives

HOPS also have Representatives in Bulgaria and Romania and you will find the contact details of our representatives below:

ROMANIA Alexandru (Alex) Barbacaru (HOPS Code: ROMBAR)	
<b>EST-VEST SERVICES SRL</b> Muntenia Business Center Office 706, Floor 7, Splaiul Unirii No.16 Sector 4, BUCHAREST ROMANIA	<b>Tel:</b> + 40 74 436 7473 <b>Fax:</b> + 40 21 324 3702 <b>Email 1:</b> <a href="mailto:alex_rombar@live.com">alex_rombar@live.com</a> <b>Email 2:</b> <a href="mailto:hopsro@yahoo.com">hopsro@yahoo.com</a>

BULGARIA Petar Mitev (HOPS Code: BULMIT)	
<b>BULMIT LTD</b> 12a General Kiselov Str Svishtov 5250 BULGARIA	<b>Web:</b> <a href="http://www.bulmitglobal.com">www.bulmitglobal.com</a> <b>Tel:</b> + 359 899 231 151 <b>Email 1:</b> <a href="mailto:info@bulmitglobal.bg">info@bulmitglobal.bg</a> <b>Email 2:</b> <a href="mailto:petar.mitev@bulmitglobal.com">petar.mitev@bulmitglobal.com</a>

BULGARIA Anton and Galina Tonchev (HOPS Code: BULIBC)	
<b>IBC Student Exchange – HEAD OFFICE</b> 60 Vasil Levski Blvd, Office 1 Sofia 1142, Bulgaria	<b>Web:</b> <a href="http://www.ibcbulgaria.com">www.ibcbulgaria.com</a> <b>Tel/Fax:</b> + 359 2 4020 804 <b>Email:</b> <a href="mailto:sofia@ibcbulgaria.com">sofia@ibcbulgaria.com</a>
<b>IBC Student Exchange – VARNA</b> 21 Tsar Osoboditel Blvd.	<b>Tel/Fax:</b> +359 2 4020 804 <b>Email:</b> <a href="mailto:varna@ibcbulgaria.com">varna@ibcbulgaria.com</a>
<b>IBC Student Exchange – BLAGOEVGRAD</b> 2 Ivan Mihaylov Str.	<b>Tel/Fax:</b> +359 2 4020 804 <b>Email:</b> <a href="mailto:blgd@ibcbulgaria.com">blgd@ibcbulgaria.com</a>

**HOPS Representatives do their best to assist each candidate during the application process. They are expected to:**

- Present a complete and honest view of the HOPS programme to all potential recruits.
- Support the recruits during the application process, being a valuable point of contact, guiding applicants through the finer points of a complex process, translating for them and helping to ensure that application forms are completed correctly to avoid rejection.
- Provide potential participants with all the information they will need about the dates and type of work available and where these jobs are. They are also there to help you to decide which roles may be best suited to you.
- Collate the application forms, ensuring that each one is complete and is accompanied by the relevant supporting documents.
- Return hard copies of the completed application forms to the HOPS office via electronic correspondence and also post via secure shipping.
- Distribute SWP Certificates to workers once they are received by us.
- Provide a support system for you and your family for the duration of your employment, until you return home.

## Charges that Representatives may make to applicants

- Representatives will **NOT make any charges** to applicants for the recruitment or selection process.

## Income Tax and National Insurance Contributions

All employees in the United Kingdom (England, Wales, Scotland and Northern Ireland) normally have to pay two deductions from their earnings before wages are paid to them. These two deductions are known as Income Tax (PAYE) and National Insurance Contributions (NIC's). NIC's are a payment for certain Social Security benefits in the UK. HMRC, the UK government tax collector, administers the collection of Income Tax and National Insurance.

Employers have a legal responsibility to deduct any Income Tax and NIC's due from employees to pay to HMRC. Employers are liable to pay the tax and NIC's due from employees if they fail to make the proper deductions from employees.

Full details can be found on the following link

<https://www.gov.uk/national-insurance/overview>

Income tax will be deducted from wages at the rate of 20% of all earnings over the weekly portion of the annual tax free personal allowance. **The annual tax free personal allowance is £11,850 from April 6<sup>th</sup> 2018** (£12,500 from April 6<sup>th</sup> 2019). The tax year runs from April 6<sup>th</sup> to April 5<sup>th</sup> in the following year.

Full details can be found on the following link

<https://www.gov.uk/income-tax/how-you-pay-income-tax>

## How do I find out more?

### HOPS Representatives and Staff

From our head office in Stoneleigh, our team of full-time staff work to find and fill positions and support our workers. If you need to get hold of us for any reason here is how to do so:

HOPS Labour Solutions Ltd  
Unit 178  
10<sup>th</sup> Street  
Stoneleigh Park  
Kenilworth  
Warwickshire CV8 2LG

Tel: 0044 (0) 2476 698000

Email: [hops@hopsls.com](mailto:hops@hopsls.com)

Facebook: [www.facebook.com/HOPSlaboursolutions](http://www.facebook.com/HOPSlaboursolutions)

Twitter: @HOPSLS