Temporary Staffing Specialists

Agency Staff Handbook 2026

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Introduction

Welcome and thank you for choosing to work with DGR Staffing (part of the well-established Dangan Group – a leading staffing provider throughout Ireland)

This handbook is designed to provide you with all the information you will require while working with us.

You are welcome to contact your relevant Account Manager or local office if you require any further information on any aspect of your employment or assignment.

Payment Details

Remuneration is payable weekly or bi-weekly in arrears by credit transfer based on completed, submitted timesheets being received.
Remuneration will only be paid to a valid Bank Account in your name.
On termination of employment howsoever arising any monies owed to the Company will be deducted from your final payment.
Please contact your Dangan Group Account Manager with the following details: Full Name, PPSN, Date of Birth, Address, Email, IBAN & BIC Number.

Pay advice slips
Payslips will be available via an online portal once payroll has been finalized and is ready for payment transfer. Please refer to the guidelines outlined in the PDF below for registration process.



Normal Working Hours

Your hours are subject to clients' needs and will be measured by application of timesheets in accordance with the terms of the Organisation of Working Time Act (1997).

Deductions

The Company operates a voluntary scheme in conjunction with the Temporary Workers permission whereby the company will provide for the purchase of equipment, uniforms, transport, rent, utilities, Personal Accident Insurance and deposits for PPE, all deduction agreements will be deducted via your payroll on a weekly/fortnightly basis accordingly.

Absence from work

Always call your Dangan Account Manager if you are unable to attend work for any reason.
If you are absent from work, you must inform the Dangan Account Manager prior to your agreed start time on your first day of absence and on any subsequent days of absence.
Absence for holidays, Jury Service, Military Service or other reasons, must be agreed in advance with the Dangan Account Manager who will advise you of the procedure to be followed.
You should try and ensure that wherever possible, any medical or dental appointments are made outside your normal working hours.

Sick Leave - If you are unable for any reason to work on an assignment, you should inform the company at least one hour before start time on the first day of absence to enable alternative arrangements to be made. Unless specifically agreed to the contrary, you are not entitled to

payment from the Company or its Clients for time not spent on assignment whether in respect of holidays, illness, or absence for any other reason.
Should you fall ill for four consecutive days, you should contact your local social welfare office or discuss with your GP.

Pension

In line with Irish legislation, eligible employees will be automatically enrolled in the State's auto-enrolment retirement savings scheme (MyFutureFund). Contributions will be made by the employee, the Company, and the State through payroll deductions.

Timekeeping and Breaks

Always arrive for work prior to the time you are due to start and call your Dangan Account Manager if you are going to be delayed. Punctuality is important and on the first day we recommend that you always allow for unexpected delays and aim to arrive in good time ready to commence work. If you anticipate being late at any time, contact your Dangan Account Manager as soon as possible.

Rest periods and breaks will apply in accordance with the terms of the Organisation of Working Time Act (1997). Every Temporary Worker has a general entitlement to 11 hours daily rest per 24-hour period, one period of 24 hours rests per week preceded by a daily rest period of 11 hours. Rest breaks – 15 minutes where up to 4.5 hours have been worked; 30 minutes where up to 6 hours have been worked which may include the first break. All breaks must be recorded on the weekly timesheet. Failure to receive breaks must be recorded and notified to the Company.

Annual Leave

The Company holiday year runs from 1st of January to the 31st of December. Employees annual leave will be calculated using one of the following methods:

- Four working weeks where an employee works at least 1365 hours in the leave year unless it is a leave year in which he/she changes employment.
- Where the employee has worked less than 1365 hours
  - 8% of the hours worked in the leave year (capped at 4 weeks per annum)

To Request Annual Leave please contact your Dangan Account Manager.

Carry over/Cancellation of Annual Leave

Holiday entitlements should be taken in full in each holiday year. Any holidays carried over where business commitments (or certified sickness) prevent the taking of your full entitlement MUST be used within the first three months of the new holiday year.
Employee cannot forego any period of annual leave and be paid salary in lieu, except in the case of termination of employment.

Public Holidays

Employees are entitled to a paid day off for the following public holidays:
New Year's Day
St Brigid's Day
St Patricks Day
Easter Monday
First Monday in May
First Monday in June
First Monday in August
Last Monday in October
Christmas Day.
St. Stephens Day

If your annual leave period falls on a public holiday the day will not be calculated as your annual holiday.

Employees who qualify for public holiday benefit will be entitled to one of the following:

A paid day off on the Public Holiday
An additional day annual leave.
An additional day pay
A paid day off within a month of the Public Holiday.

Part-time employees will receive a pro rata benefit for a public holiday provided they have worked for at least 40 hours in the preceding five weeks up to the day before the public holiday.

Holiday Entitlement when leaving the Company

When an employee is leaving the company, any additional holidays due will be included in the final pay. When an employee is leaving, and the paid holidays exceed the paid holiday entitlement as at the date of termination, the company will deduct the excess holiday pay from their final pay. At the Company's discretion if you have not taken your full/pro-rata holiday entitlement you might be required to take annual leave during your notice period.

Sunday Premiums: May be agreed with the Client on a case-by-case basis and unless otherwise stated as part of this contract are not enforced.

P45

You will no longer get a P45 when your employment ends with Dangan Group. Instead, payroll will enter your leaving date and details into the Revenue's online system, and you can access these details through Revenue's my Account service. You will then be able to log into this my Account service and view your pay and tax details.

Working with us

Our professional reputation

Please remember to maintain a high standard of professional conduct and to do your best to always promote the interests of Dangan Group.

Entitlement to work in Ireland

You must be legally eligible to work in Ireland.
You must confirm that you are eligible to work in Ireland.
If Dangan group discovers that you do not have permission to live and work in Ireland, or if your permission to do so is revoked or expired, Dangan Group will be entitled to terminate your employment immediately without giving you notice or paying you in lieu of notice. Dangan Group can do so in those circumstances without giving you any warning in terms of the disciplinary procedure.
If there are any changes to your visa or other permissions to work in Ireland, you must inform your Dangan Account Manager immediately.

Testing for Intoxicants

We (and our client business) reserve the right at any time to refer you for testing for intoxicants to a medical doctor designated by us. Failure to attend such testing may result in disciplinary action up to and including dismissal.

Data Protection

The Company will require and store personal information from you in order that we may effectively administer your contract. We require, for example, your P.P.S. number to process your tax deductions, bank details for payment purposes, your date of birth for revenue purposes, and your home and next of kin contact details in case of emergency. We can only keep this information up to date with your co-operation, therefore you must notify the HR Department of any changes in the information you have provided (address, bank details etc). Information will not be disclosed to any external third party without your consent, except where necessary to comply with statutory requirements or where an organisation is

acting on our behalf, for example a payroll administration supplier.

Confidentiality Clause

All Temporary Workers must adhere to this strict policy on client confidentiality. You acknowledge and agree that during the term of your placement/employment, you may have had access to information which is confidential and / or proprietary to the Client Business, including but not limited to information of a business, financial, or technical nature and all other information relating to the business and affairs of the Client Business. You hereby agree that all such information shall always remain the exclusive property of the Client Business. Your further agree that you will always maintain such information in your possession in confidence and shall not disclose such information to anyone else nor shall you use it for your own benefit of for the benefit of others. To preserve the Client Business intellectual property, it is a condition of employment that any Temporary Worker may be searched by a recognised officer employed or retained by the Client Business. Such officers have the authority to search Temporary Workers placement belongings, including his/her bag/motor vehicle, when he/she is entering/leaving the Client Business Premises. Random searches may take place at the employee staff entrance/at the security barrier. Any Temporary Worker found in possession of unauthorised articles belonging to the Client Business or to another employee is liable to disciplinary action up to and including dismissal.

Disclosure of Information

Temporary Workers shall not disclose any information relating to the Company or the Client Business, its structure or performance to anyone except senior management within the Company or Client Business. Employees shall on no account discuss the Company or the Client Business or its affairs with the press, media, or any unauthorised persons. Any requests for information received must be referred to your Section Manager. Any breach of this rile may lead to disciplinary action up to and including dismissal.

Temporary Agency Working Act 2012

Your employment with the Company entitles you to the protection of all relevant Irish Employment Legislation. A Temporary Worker Contract with the Company is covered by the terms or Protection of Employees (Temporary Agency Work) Act 2012 (hereafter referred to as the 2012 Act). The objective of this act is to ensure that you are treated no less favourably than an employee employed directly by the Client Business (hirer), carrying out the same work. This specifically covers basic pay, working time, overtime, rest periods, rest breaks, night work, annual leave, and public holidays. In addition, you are entitled to benefit from collective facilities and amenities within the hirer Company. You are also entitled to information on job vacancies in whatever client business you have been placed for the duration of your term with them. The terms of the 2012 Act do not apply if you have been taken on as a direct employee of the Company under a paid between assignments contract or you are employed directly under a managed service contract supervised directly by the Company. A copy of the 2012 Act is available at all branches of the Company for your information.

Our Policies

Equality at work

Dangan Group is committed to the principle of equality in the workplace. The same applies to the way Dangan services are offered to Clients and Temporary Workers.
Entry to and promotion within Dangan Group are determined solely by the application of objective criteria and personal merit.
No Temporary Worker of Dangan Group will be treated less favourably than another on grounds of age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, membership of the Traveller community or trade union involvement.
This statement has been drawn up to ensure that employees comply with all legal requirements and understand the main points of the relevant legislation, to prevent discrimination.
A copy of the full Equality and Dignity at Work Policy is available from your Dangan Group Account Manager.

Dignity at work

Dangan Group is fully committed to promoting a harmonious working environment. Every Temporary Worker has the right to be treated with respect and dignity, in an environment free from harassment, victimisation and bullying, whether it is related to disability, race, gender, health, social class, sexual preference, marital status, age, membership of the Traveller community or membership or non-membership of a trade union.
Dangan Group encourages Temporary Workers to raise genuine concerns about malpractice at the earliest practicable stage rather than wait for proof. Malpractice within the Company is taken very seriously.

Data Protection

Dangan Group is committed to complying with not only to the letter of the law relating to data protection, but also to the spirit of the law and places high importance on the correct, lawful, and fair handling of all personal data, respecting the legal rights, privacy, and trust of all individuals with whom it deals. You will be given appropriate data protection training and a copy of the Group's Privacy Notice.
If you become aware of a data breach or suspected data breach please report it immediately to your Line Manager.

Our professional reputation

Please remember to maintain a high standard of professional conduct and to do your best to always promote the interests of Dangan Group.

Family Arrangements

Maternity Leave & Pay

You can obtain a copy of the Maternity Policy from Citizens Information. The Maternity Policy describes the rights of female workers to number of maternity benefits. The benefits include time off work for antenatal care, maternity leave.

Adoption Leave & Pay

You can obtain a copy of the Adoption Policy from Citizens Information. The Adoption Policy describes the rights of workers to a number of benefits in respect of their adoption of a child.

Paternity Leave & Pay

You can obtain a copy of the Paternity Policy from Citizens Information. The Paternity Policy describes the rights of workers to receive paternity leave.

Parental Leave

You can obtain a copy of the Parental Leave Policy from Citizens Information. The Parental Leave Policy describes the rights of workers to take parental leave.

Flexible working

We recognise that employees need to balance their work and non-work commitments. Should you wish to discuss part time working, please contact your Dangan Group Account Manager.

Discipline & Grievances

Disciplinary Procedures

The use of the disciplinary procedures is imperative where the Temporary Workers conduct, attendance or performance is of concern to the Company. The rules set standards of performance and behaviour, whilst the procedures are designed to help promote fairness and order in the treatment of individuals, it is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards and not by means of punishment. Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case in full and appeal against any decision that you consider to be unjust.

The following rules and procedures should ensure that:

- The correct procedure is used when inviting you to a disciplinary hearing.
- Disciplinary action, where necessary, is taken speedily and in a fair, uniformed, and consistent manner.
- The temporary worker will be advised of the nature of the complaint against him/her and will be given the opportunity to present state his/her case before any disciplinary action is taken.
- You will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. In some instances, temporary suspension on full pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind.
- Other than off the record informal reprimands, you have the right to be accompanied by a witness (fellow temporary worker) who may act as a witness or speak on your behalf, at all stages of the formal disciplinary process.
- You will not normally be dismissed for a first breach of discipline, except in cases of gross misconduct or serious negligence when the penalty may be dismissal without notice and without payment in lieu of notice.
- If you are disciplined, you will receive an explanation of the penalty imposed on you and will have the right to appeal against the finding of the penalty.

The below are stages of the warning procedure. The Company can reserve the right to initiate the warning procedure at any stage, or to jump stages, depending upon the circumstances of the case. Minor faults will be dealt with informally but where the matter is serious, the following warning procedure may be used:

- Formal Verbal Warning: A formal verbal warning will be disregarded after a nine-month period.
- Written Warning: A written warning will normally be disregarded after one year.
- Final Written Warning: A final written warning will normally be disregarded after one year.
- Dismissal

Grievance Procedures

Should any member of our workforce, be it Temporary or Permanent, have a problem or a concern about their assignment or working conditions they should aim to settle their grievance informally with the Consultant of the Company responsible for that assignment. If the Temporary Worker's grievance cannot be settled informally, or a formal approach is preferable, the Temporary Worker should raise it formally with the Recruitment Director of the Company as follow:

Written Statement: The Temporary Worker must set out their grievance in writing and send this statement to the Recruitment Director of the Company.

Meeting: The Company will invite the Temporary Worker to attend a meeting to discuss the grievance once the Company has had a reasonable opportunity to consider its response to the information provided. After the meeting, the Company will inform the Temporary Worker of its decision and work towards rectifying the issues raised where practicable.

Termination of Employment

In the event of termination of your employment (except in circumstances where dismissal without notice is provided for in legislation the Company undertake to give you notice as per the Minimum Notice and Terms of Employment Acts 1973-1994.

The Company is reliant on our Client Business to confirm when this contract will be finished.

Where possible notice will be provided, however the Company without notice and without liability can instruct the Temporary Worker to end an assignment at any time.

Where possible the Company will attempt to source new employment on your behalf.

Health and Safety

As an Agency Worker, the Company wishes to ensure that you operate in a safe manner. The Company shall arrange that you participate in a site-specific safety induction which will be organised by the Client, and it is mandatory that you attend this induction on every site which you work. In addition to any Health & Safety requirement notified to you by the Company, you must comply with all the Clients Health & Safety Procedures. In this regard whilst working on site you must comply with all Health & Safety instructions given by the Client or their agents. In the event of any issue arising in respect of the Clients Health and Safety Procedures you should bring this to the attention of the Client Business in the first instance and notify the Company in the second instance. You have a duty of care to act immediately. As set out in the Safety Health and Welfare at Work Act.

It is the duty of every employee while at work:

(a) comply with the relevant statutory provisions, as appropriate, and take reasonable care to protect his or her safety, health and welfare and the safety, health and welfare of any other person who may be affected by the employee's acts or omissions at work,
(b) ensure that he or she is not under the influence of an intoxicant to the extent that he or she is such a state as to endanger his or her own safety, health, and welfare at work, or that of any other person.
(c) if reasonably required by his or her employer, submit to any appropriate, reasonable, and proportionate tests for intoxicants by, or under the supervision of, a registered medical practitioner who is a competent person, as may be prescribed,
(d) co-operate with his or her employer or any other person so far as is necessary to enable his or her employer or the other person to comply with the relevant statutory provisions, as appropriate,
(e) not engage in improper conduct or other behaviour that is likely to endanger his or her own safety, health, and welfare at work or that of any other persons.
(f) Attend such training and, as appropriate, undergo such assessment as may reasonably be required by his or her employer or as may be prescribed relating to safety, health and welfare at work or relating to the work carried out by the employee,
(g) Having regard to his or her training and the instructions given by his or her employer, make correct use of any article or substance provided for use by the employee at work or for the protection of his or her safety, health, and welfare at work, including protective clothing or equipment,
(h) Report to his or her employer or to any other appropriate person, as soon as practicable –
    a. Any work being carried on, or likely to be carried on, in a manner which may endanger the safety, health or welfare at work of the employee or that of any other person,
    b. Any defect in the place of work, the systems of work, any article or substance which might endanger the safety, health, or welfare at work of the employee or that of any other person, or

c. Any contravention of the relevant statutory provisions which may endanger the safety, health, and welfare at work of the employee or that of any other person, of which he or she is aware of.

An employee shall not, on entering a contract of employment, misrepresent himself or herself to an employer with the regard to the level of training as may be prescribed for the role.

Failure to adhere to any of the above may lead to disciplinary action up to and including dismissal.

CCTV

CCTV may be used to monitor H&S and any breaches of discipline on the client business premises. Any alleged incident that may arise in which you are alleged to have been involved will result in the employment of CCTV recorded footage. Footage may be made available to any Garda investigation and may be employed in any internal investigation. Please note that such footage employed in the context of such investigations may result in disciplinary action up to and including dismissal.

Equipment: you are obliged to wear the appropriate Health & Safety personal protection, as designated by the Client Business. Failure to adhere to this request may result in disciplinary action up to and including dismissal.

Manual Handling

If you are asked to perform manual handling in your role you should be very careful especially in relation to the following areas:

- Stooping and then twisting
- Sudden jerky movements
- Carrying on a slippery surface
- Reaching over your shoulders for a load
- Carrying an awkward load
- Lifting loads without checking their weight
- Carrying on surfaces with obstacles that are difficult to see

Be mindful of this guidance and do not be afraid to ask for help if you need it. Further information can be obtained from the Health and Safety Authority website, www.hsa.ie.

New Assignments

If you are reporting in for the first time to a client site it is important to know the following information

Where are you working?
Note the address, know the location, and arrive on time.

Who should you ask for?
The manager on duty or direct supervisor in your assigned area. You will be advised by your Dangan Account Manager of this please take a note of it. You will be assigned your specific area and duties on arrival.

What to wear?
You will be advised by your consultant on the dress code or uniform requirements prior to starting your assignment. Arriving to work without your correct uniform may result in you being sent home.

Finishing shifts
Please ensure that all tasks are completed as requested and that the manager is satisfied. Please ensure to note your hours worked with your manager.

Further shifts
Please contact your consultant to check/request further assignments.

It is your responsibility to note when your next shift is.

What if I cannot make work on time or at all?
Should you be unable to fulfil your allocated shift please ensure to contact your Dangan Account Manager at least one hour before your shift is due to commence. It is your responsibility to call and speak with a member of the team or leave a voicemail.

Company Details

Blue Saffron Unlimited t/a Dangan Group

Registered Office: Unit A, Citywest Shopping Centre, Citywest, Dublin 24

Telephone: 1800 819001

Email: info@dangangroup.ie

www.dangangroup.ie

Company Registration Number: 665549

Employment Agency Number: EA3963

Dangan Group are an active member of National Recruitment Federation and are committed to the organisations code of conduct.