

HOPS Workers Handbook 2020



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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 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), 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 supports migrant labour with free access to work in the UK, to learn something of the country's culture and language during their stay and to earn money in the process.

Do You Qualify?

What do you need to work with HOPS?

- a) Applicants MUST be aged 18 or over due to the nature of the work. *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 placement, plus one or more of the following documents:
 - Birth Certificate.
 - Utility bill in your name within the last 3 months to a home address.
 - 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 may have worked or studied agriculture or horticulture and are able to speak and understand the English language. The work is predominantly outdoors in all weather conditions and can be repetitive in nature.
- d) Applicants should be willing and able to work in the UK for the duration of their placement stated on your SWP Certificate.
- e) If relevant 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, apply⁴ individually and either sign or electronically sign their**

application form personally.

How to Enquire and Apply

Express an interest via the website, HOP Head Office or one of our Representatives

Please read our Handbook and watch the video presentation.

New Applicants - Will receive an email with further information.
Complete an interview via Spark Hire, online, Skype or via telephone.

Unsuccessful Candidates – If we cannot offer you a placement that fits your requirements, we will inform you as soon as possible. If you require further information, please email us and we will endeavour to respond in 10 working days.

Accepted Candidates - Will receive information when your interview has been assessed with either an offer of a placement. If suitable placements are not available, you will be informed and placed on a waiting list for future placements if desired by you.

If offered a placement you will be provided with specific information related to the job offer including accommodation type, confirmation of wage rates, type of work and location. The start date and the projected end date of the placement, these can vary depending upon weather and other variable factors.

At any point during the placement you are free to leave and at any point during the recruitment process you can cancel and withdraw your application. If you wish HOPS to delete any of your information, we will follow our GDPR process documented in the Handbook.

At ANY time during the process you are requested to pay ANY money for your job PLEASE let any of the following know: HOPS, the GLAA, ACAS or your employer. You SHOULD NOT pay anything for a job offer. Call the Acas Helpline free of charge on 0300 123 1100 or check the GLAA website for up to date information:
<https://www.gla.gov.uk/i-am-a/i-am-a-worker/your-rights/>

Please feel free to contact HOPS at any point for support, we want every applicant to have a happy, successful placement.

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.

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, 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.

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
- Agricultural Wages Orders for Northern Ireland - www.dardni.gov.uk

You should receive at least the National Minimum Wage (NMW) if you are in a permanent job, on a short term contract or working for an agency. Most agricultural workers are entitled to an additional rate of pay above the NMW. If you receive piece work pay you should still earn the minimum wage rate. There are a few exceptions, including self employed and voluntary workers.

Call the Acas Helpline free of charge on 0300 123 1100 or check the website for up to date information.”

<https://www.gla.gov.uk/i-am-a/i-am-a-worker/your-rights/>

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.

Piecework is often used in an agricultural setting. Where it is used a fair rate must be set for the piece rate. This enables workers to know what they will need to do to receive or exceed NMW – see: <https://www.gov.uk/minimum-wage-different-types-work/paid-per-task-or-piece-of-work-done>

Advice for agricultural workers can be found here - <https://www.gov.uk/agricultural-workers-rights/pay-and-overtime>. This says “Even if they are paid for completing a task, for example for each box of fruit packed, a worker must be paid the Agricultural Minimum Wage according to the hours they work.”

Therefore, if a farmer employed a worker for two weeks during which the worker did not reach and surpass the NMW amount for the hours worked, the NMW Hourly rate, not the amount earned on piece rate, if below NMW, should be paid.

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 2019 the National Living Wage for workers aged 25 and above is £8.21 per hour. The National Minimum Wage will continue to apply for those aged 21 to 24, currently £7.70 per hour. Please note these rates are likely to change in April 2020 – please keep updated with the Government website.

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 £7.55 per day or £52.85 per week (This is due to change in April 2020 – please keep updated with the Government website (<https://www.gov.uk/national-minimum-wage-accommodation>))

Application Form and Considerations

Some things to consider when completing your application form

- 1. Applicants must answer all questions and sign or complete the application form personally** (Our Representatives are available to assist with this if overseas).
- 2. If applicants wish to be on a farm with their partner, it is advised to apply to the same Representative and that the application forms are submitted together.**
- 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. PLEASE DO NOT PAY ANYONE TO APPLY TO HOPS IT IS A FREE SERVICE TO APPLICANTS. PLEASE DO REPORT IT IF YOU HAVE ANY CONCERNS WE ARE HERE TO HELP.**

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. The interview was not undertaken personally.
5. Supporting paperwork was not submitted.
6. Your conduct, in previous years working through HOPS, was not considered appropriate.
7. 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 may 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 or HOPS for advice.

What you may need

- **Your SWP Certificate** – this is an important document – Please keep it safe.
- Access to the **HOPS booklets and papers** you were given with the **Certificate or online**.
- 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.

Repatriation Insurance if required

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 – 2020 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 2020 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
Repatriation and associated costs 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 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 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 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 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

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 HOPS or your HOPS Representative.

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 have access or 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 PFS card (please contact HOPS or ask your employer for details). Although UK bank regulations require you to open the account yourself, your farm can help you to complete the process if you need help.

Prepaid Financial Services

Prepaid Financial Services is an alternative to having a bank account. Prepaid cards provide a solution for those who find it more difficult to open a UK bank account but still need somewhere to store and access their wages. Your employer may open a PFS card for you.

- Cards can be used anywhere that MASTERCARD is accepted, on-line, face to face, via phone or ATM.
- Cards cannot be used to set up mobile phone contracts and credit agreements
- Lost cards can be re-ordered through HOPS.
- Funds can be taken home on the cards but will incur the normal MASTERCARD 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 may not be invited to participate in the scheme again.
- **If staying in farm accommodation 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 your placement, and want to cancel your application, you must inform HOPS or 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 [14](#) 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, their 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.
- **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 HOPS placement, 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

ACAS has support on how employers will discipline participants who are not performing to an adequate standard or for any justifiable reason. (<https://www.acas.org.uk>)

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 arriving by 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, they may 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.

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.

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 is a new experience. 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 earning a reasonable wage in the process, we at HOPS want to offer continued support relating to your placement.

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. 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.

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, where appropriate and 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:

- Our partners in this initiative, NFYFC, Fruitful Jobs Ltd and Concordia (UK) Ltd;
- 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, Crowe UK LLP.
- PFS for the provision of banking facilities.

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 ask for a copy of your data to be transferred to another organisation; • the right to correct your data if it is incorrect; • 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, 10th Street, Stoneleigh Park, Kenilworth, CV8 2LG. Tel: +44 (0)24 7669 8000. Email: hops@hopsls.com

If you have a complaint about 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/> 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.

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HOPS Labour Solutions Ltd
Unit 178, 10th Street
Stoneleigh Park
Kenilworth
CV8 2LG
Tel: +44 (0)24 7669 8000
Email: 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

HOPS do not accept discrimination and strives to be an ethical recruitment company. It is illegal to discriminate on various grounds as detailed: <https://www.gov.uk/discrimination-your-rights>

Final thought

Carefully consider whether agricultural work in the UK is right for you, bearing in mind that it is not a holiday – it is hard, physically demanding work. We need committed individuals who aim to commit to a minimum 2-3 week period of work. HOPS employers warmly welcome their HOPS participants and value the work that they do.

If you decide to apply to HOPS as a HOPS participant and are successful, we wish you a happy placement!

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)	
EST-VEST SERVICES SRL Muntenia Business Center Office 504, Floor 5, Splaiul Unirii No.16 Sector 4, BUCHAREST ROMANIA	Tel: + 40 74 436 7473 Fax: + 40 21 324 3702 Email 1: alex_rombar@live.com Email 2: hopsro@yahoo.com

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

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

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.

- 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 £12,500 from 6th April 2019 – 5th April 2020.** The tax year runs from April 6th to April 5th 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

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
10th Street
Stoneleigh Park
Kenilworth
Warwickshire CV8 2LG

Tel: 0044 (0) 2476 698000

Email: hops@hopsls.com

Facebook: www.facebook.com/HOPSlaboursolutions

Twitter: @HOPSLS

HOPS is licenced by the Gangmasters and Labour Abuse Authority (GLAA) our unique reference number is: HOPS0004. The GLAA's role is to protect vulnerable and exploited workers, if you have any concerns about issues of exploitation you can report issues via their website: <https://www.gla.gov.uk/report-issues/>