

## INTRODUCTION

### **What can you expect from Personnel Placements during your temporary assignment?**

- Timely and accurate payment of wages direct into your bank or building society account
- Constant advice and support throughout your assignment
- Where appropriate, training to enhance your skills and knowledge
- Our assurance that we will continue the search for permanent work on your behalf, should you wish us to

### **What does Personnel Placements expect from you during your temporary assignment?**

- Timely and accurate completion of timesheets in order that we can pay you
- Always to represent Personnel Placements in a positive and professional manner

### **What does the client expect from you during your temporary assignment?**

- Reliability throughout your assignment
- Flexibility regarding the tasks given to you; provided you have the appropriate skills and/or experience
- A positive attitude and a courteous manner
- Good quality work produced within acceptable time limits
- Complete confidentiality
- Observation of the company's Dress Code
- Compliance with the general rules and regulations of the organisation; with their Health & Safety Policy; and with any Policy relating to use of any Email systems and/or the Internet.

**Please note that the Internet and/or the Email systems should be used as directed by the client and are not for personal use**

## WHAT DO YOU NEED TO KNOW BEFORE YOU START TEMPING?

### Timesheets & Pay

- You will be paid an hourly rate, which will be agreed with you at the beginning of each assignment
- **Each client has its own policy on overtime, so please check with your Consultant**
- Your timesheet should be completed in full (see end of booklet for example) and your supervisor should sign it at the end of the week. If you want to keep a copy yourself you should take a photocopy. **We cannot accept unsigned timesheets or timesheets signed by yourself.** When filling in your hours, please round times down to the nearest quarter hour. Unless otherwise stated, you will only be paid for the actual hours you work. Time spent travelling to the client's premises, lunch breaks and other rest breaks will not be included
- **We must have timesheets by 10am on the Monday morning following the week you work.** Experience shows that you cannot always rely on the post so your safest option is to hand deliver the timesheet to our offices or send by email. We are unable to process timesheets received later than 10am on a Monday morning and **we do not chase missing timesheets. It is your responsibility to get your timesheet to us.** You can email them to [accounts@personnel-placements.co.uk](mailto:accounts@personnel-placements.co.uk)
- When you need more timesheets, please call in at our offices and collect some more. Timesheets are also available for download
- Provided your timesheet is in on time, you will be paid direct into your bank or building society account on the Friday following the week you work. You are paid a week in arrears. Your pay will be available in your account on Friday, however, the amount may not show at cashpoints until late Friday or Saturday morning. Your BACS transfer form should be completed and returned to us as soon as you receive it so that your details can be set up on our payroll system
- Payslips will automatically be sent to you by email. If you do not receive your payslip, please contact us.
- If you have any queries on your pay or tax please contact our payroll department

### Tax and National Insurance

- By law, we are required to deduct Income Tax and National Insurance from your wages each week where applicable
- We will need an NI number from you, which can be found on your P45 or your NI card
- We will also need either a P45 before you start work.
- If you do not have a P45 at the commencement of your assignment, then you will ask you to complete a starter checklist

- If you have any queries on your pay or tax, please contact our payroll department

### **Terms of Engagement**

- You will need to sign our Terms of Engagement before you start your first assignment. This represents a contract between us, which sets out the terms under which you will carry out work on behalf of Personnel Placements. If you have any questions about the Terms please speak to your Consultant
- In particular, it is important that at the commencement of each assignment you familiarise yourself with:
  - The client's Health & Safety Policy
  - The location of the client's Accident Book
  - The client's policy regarding the use of email, the Internet and the telephones

### **Health & Safety at Work**

While you are temping the client is responsible for your health and safety. However, you also have a general responsibility for your own health and safety as well as for that of your colleagues.

### **Working Time Regulations**

The Working Time Regulations came into effect on the 1<sup>st</sup> August 2003. The following is a summary of how the Regulations affect you as a Temporary Worker:

- **Working Hours**

The Regulations say that on average you should not be required to work more than 48 hours each week, unless you agree to do so in writing. Temporary work is all about flexibility and, from time to time, companies may want you to work longer hours. For this reason we may ask you to work more than 48 hours a week although, of course, you are under no obligation to do so. You should note that the maximum 48 hour week is an average number of hours and that 'the average' is worked out over a 17 week period. This means that, even if you have not agreed in writing to work more than 48 hours per week, there may be some weeks when you exceed these hours and this is permitted provided that the average hours over a 17 week period does not exceed 48.

It is important to be aware that if you have been working for us for less than 17 weeks, the hours you work are averaged over the actual number of weeks you have been working.

If you would like to exceed the 48 hour rule on a regular basis you will need to sign the Opt-Out Agreement, which accompanies this booklet.

- **Daily Rest**

You are entitled to 11 hours rest from work in each 24 hours. If you are under the age of 18 you are entitled to 12 hours rest from work during this time.

- **Rest Breaks**

The company to which you are assigned should allow you a minimum break from work of 20 minutes if your assignment lasts for more than 6 hours a day. If appropriate, you may take this away from your work station. Please make arrangements with the client about rest/lunch breaks. If you are under 18 you are entitled to a minimum rest break of 30 minutes if your assignment lasts for more than 6 hours a day.

- **Night Work**

If you are asked to work between the hours of 11pm and 6am you should be aware that you must not work more than 8 hours in every 24, averaged over a 17 week period (or averaged over the actual number of weeks you have been working if it is less than 17 weeks). Where the nature of the work is hazardous or strenuous 8 hours in 24 is the absolute maximum you can work, irrespective of the number of weeks involved. If this is the case, we will tell you.

If you are going to work at night you will need to undergo a health assessment to ensure that your health will not be at risk. We will ask you to complete a simple questionnaire to help assess this. You may then also be required to have a medical examination and the decision as to whether you are suitable for night work will be at our absolute discretion. It is vital that, if a client asks you to work at night, you let us know immediately so that we can comply with the Regulations.

- **Weekly Rest**

You are entitled to a minimum of 1 day's rest from work each week or a minimum of 2 day's rest every 2 weeks. If you are under 18, you are entitled to a minimum of 2 days rest from work each week.

- **Paid Annual Leave**

You are entitled to paid annual leave according to the statutory minimum as provided by the Working Time Regulations. The current statutory entitlement to paid annual leave is 5.6 weeks. and your leave year commences on the date that you start an assignment or a series of assignments. Holiday pay accrues in proportion to the amount of time you work continuously on Assignment and, therefore, you will only be entitled to take paid leave in proportion to what has actually accrued at the time you wish to take holiday. The amount of payment that you will receive will be calculated in accordance with and paid in proportion to the number of hours that you have worked, averaged over the preceding 13 weeks. Any requests for paid holiday must be made in writing.

Under the Regulations, leave cannot be carried over from one leave year to the next nor can we pay you in lieu of holiday unless you finish working for us.

## FREQUENTLY ASKED QUESTIONS

### **What shall I do if I am sick or I am going to be late for work?**

If you are unable to attend work or you are going to be late, please let us know so that we can keep the client informed. Please call us as early as possible. We have an answer machine facility when the office is closed, otherwise, the office opens at 8.30am.

### **What shall I do if I have an accident at work?**

If you have an accident at work - no matter how minor - you should report it to your Supervisor and ensure that it is recorded in the accident book. If the accident is of a more serious nature or you have a recurring physical problem please advise your Consultant.

### **What shall I do if I am not happy in my temporary assignment?**

If you are unhappy in your assignment you should speak to your Consultant as soon as possible and they will recommend the appropriate course of action, depending on the circumstances. **Please do not suffer in silence or walk out of your assignment!**

### **Will I be able to attend interviews during the course of my temporary assignment?**

You will be able to attend interviews for permanent work while you are temping. If possible, interviews should be arranged outside your working hours. However, if this cannot be done then it is preferable for an appointment to be made either during your lunch hour or first thing in the morning or last thing at night (so as to disrupt the day as little as possible). You should agree times and dates with your Supervisor and also advise your Consultant of what is happening. We are happy to speak to your supervisor on your behalf.

### **What shall I do when my temporary assignment ends?**

When your assignment comes to an end we shall endeavour to find more temporary work for you. As soon as you hear that the work is finishing you should contact your Consultant straight away so that he or she can consider you for other work.

### **Am I able to apply for permanent work with the organisation where I am temping?**

It may be that while carrying out temporary work on our behalf either you approach a company about a permanent vacancy they have or the company approaches you with regard to taking you on permanently. You should be aware that, irrespective of who approaches who, should you be taken on permanently by any company within six months of your last working day with that company then a placement fee will be due to the agency. Such a placement fee is payable by the client and not by you. Our clients are aware of our Terms of Business.

## OTHER SERVICES WE CAN OFFER YOU

### **Assistance in finding Permanent Work**

Our experienced team of Consultants will spend time with you to assess your skills and experience; make recommendations for enhancing your skills (if appropriate); discuss job opportunities within your chosen area; and advise on current salary levels. Once your 'criteria' has been agreed, they will discuss suitable vacancies with you and make recommendations regarding steps you can take on your own.

### **Acting as a Referee on your behalf**

Once you have carried out temporary work for us, we shall be happy to act as a referee on your behalf if you should wish. Please note that clients may not wish to act as referees.

### **Compiling your Curriculum Vitae** **Interview Techniques**

Our website is full of tips and advice when job searching, CV Writing and getting prepared for your website. [www.personnel-placements.co.uk](http://www.personnel-placements.co.uk)

**SAMPLE TIMESHEET!**

(Please note that each Assignment may require you to work different hours)

**EACH CLIENT HAS THEIR OWN POLICY ON OVERTIME!**

(Please check with your Consultant)

Week Ending **5<sup>th</sup> March 2018** Name of temp **Fred Bloggs**

Name & Address of Client **ABC Company Limited, Alphabet Lane, Spelling, Wordshire**

	<b>AM From- To</b>	<b>Lunch From- To</b>	<b>PM From- To</b>	<b>Hours Ex Lunch at 1</b>	<b>Hours At 1.3</b>	<b>Hours At 1.5</b>	<b>Hours At 2</b>
<b>Sunday</b>							
<b>Monday</b>	<b>9.00 – 1.00</b>	<b>1.00 – 2.00</b>	<b>2.00 – 5.00</b>	<b>7</b>			
<b>Tuesday</b>	<b>9.00 – 1.00</b>	<b>1.00 – 2.00</b>	<b>2.00 – 5.00</b>	<b>7</b>			
<b>Wednesday</b>	<b>9.00 – 1.00</b>	<b>1.00 – 2.00</b>	<b>2.00 – 5.00</b>	<b>7</b>			
<b>Thursday</b>	<b>9.00 – 1.00</b>	<b>1.00 – 2.00</b>	<b>2.00 – 6.00</b>	<b>7</b>		<b>1</b>	
<b>Friday</b>	<b>9.00 – 1.00</b>	<b>1.00 – 2.00</b>	<b>2.00 – 6.00</b>	<b>7</b>		<b>1</b>	
<b>Saturday</b>							
<b>Total Hours</b>				<b>35</b>		<b>2</b>	

**You must get your timesheet signed by your line manager.**