



Your Talent... Our Passion...

Temporary Worker Handbook 2017

Technology Recruitment LTD Trading as CPI Selection - Beech House, Knaves Beech Business
Centre, Loudwater, High Wycombe HP10 9SD

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Temporary Employment Confirmation

Dear

I am pleased to offer you a temporary post as [POSITION] with [COMPANY]
The hours are [9am to 5pm]. Your pay rate is [£] per hour [PAYE/Umbrella]

The offer is conditional subject to the following pre-employment checks:

- i) Receipt of satisfactory references (if required)
- ii) The checking and recording of original documents provided by you demonstrating that you are entitled to live and work in the UK.
- iii) Signed documents of the Declaration Form and Terms of Engagement.

Congratulations on your offer and I wish you all the best.

Your sincerely,

Temporary Consultant
CPI Selection

I accept/do not accept the conditional offer of employment, in accordance with the terms and conditions detailed in this letter.

Signed _____ Date _____

Introduction

Welcome to your temporary worker handbook – your guide through the CPI Selection way. We ensure that we have provided all the information you need to make your temporary assignment run as smoothly as possible. However, if for some reason you are unsure of anything, please do not hesitate to contact your consultant who will be on hand to answer all your questions. (Our opening hours are 8.00 am to 5.00 pm Monday to Friday.)

Please take time to read through this guide and thank you for working for CPI Selection.

Timesheets & Getting Paid!

We undertake to pay you, one week in arrears, and that your pay is in your bank account on a Friday. If, for any reason, this changes we promise to inform you in writing. To help us keep our promises, and to ensure that you get paid correctly and on time please follow the below with regards to your timesheet;

- Fill in your name, Client, department or site details, the week ending date and sign your timesheet.
- Ensure that hours calculated have all breaks deducted. Our minimum unit of pay is 15 minutes, so please round down if necessary:
 - 0 minutes = .0
 - 15 minutes = .25 (working 20 hours 20 minutes would be 20.25 hours)
 - 30 minutes = .5 (working 20 hours 33minutes would be 20.5 hours)
 - 45 minutes = .75 (working 20 hours 55 minutes would be 20.75 hours)
- Ensure that you get the signature of an authorised signatory from the Client.
- **Make sure the signed timesheet is with us by 10.00 am on a Monday - it is your responsibility, and no-one else's. Email your timesheet to your Temporary Consultant and copy in paige@cpi-selection.co.uk**

Deductions:

CPI Selection is entitled to make deductions from your pay for the following reasons:

- PAYE income tax
- National Insurance contributions
- Overpayment of wages
- Wages advanced
- Holiday pay
- CPI Selection property not returned
- And any monies owed to CPI Selection by you

Different types of pay:

There are different means of being paid whilst being employed by CPI Selection: PAYE & Umbrella.

PAYE rate is £X per hour which means you receive an hourly rate, but also accrue 12.08% towards holiday pay for every hour you work. We will deduct tax and National Insurance contributions (employee). You will receive wages and payslips directly from CPI Selection. There is no handling fee. PAYE Temps can be expected to be paid by 12pm on Friday each week. In some circumstances payment is processed on a Thursday and can also be received on Thursday. Please only contact paige@cpi-selection.co.uk or your consultant if you haven't been paid by 12pm on Friday or received your payslip by the following Monday at 12pm.

New PAYE Candidates will receive their pay through Centralus. Centralus, are responsible for processing your payroll and assist with all your employment and HR queries, as well as provide you with Benefits which CPI Selection have arranged for you. You should receive your payslip and net wages by 12pm every Friday.

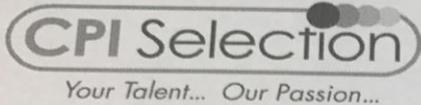
If for any reason, you have not received these or have any question regarding your taxes, PAYE number, Tax Code or the Benefits, then please feel free to call our Customer Services Department on 0800 211 8101 who will be happy to help. Alternatively, please contact paige@cp-selection.co.uk

Umbrella rate is £Xper hour, but your holiday pay is already included in this rate, so you don't accrue holiday pay on top. You will receive wages and payslips via external payroll company (umbrella company). There is a handling fee applicable per week that is taken off your taxable pay. We will also deduct tax and National Insurance contributions (employee and employer). You can choose whether you want to accrue holiday pay or receive it all with your weekly wage.

We work with the Umbrella company: NASA - Amy.Kightley@nasagroup.co.uk

If you get paid through an umbrella company, please contact them directly for any issues regarding your pay.

Example of a Timesheet filled in correctly



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CPI Selection
Unit 3/4, The Courtyard
Glory Park
Woodburn Green
High Wycombe
HP10 0DG

Tel:
email: Paige.Hughes@cp-selection.co.uk
"consultant"

0845 6780180
Paige@cp-selection.co.uk tel. 02071220072
Email tel.

TEMPORARY WORKER : Peter Jones (Candidate Name)

Hours of Work for Week Ending (DD/MM/YY) 30/07/16 (Sunday of week worked)

CLIENT NAME: ABC company (clients name)

	Start Time	Break Time*	End Time	Total Payable Hours
Monday	9	12-1	5	8
Tuesday	9	12-1	5	8
Wednesday	9	12-12.30	5	8.5
Thursday	9	12-1	5	8
Friday	Holiday Pay			8 hours
Saturday				
Sunday				
<small>* Unless agreed breaks are unpaid</small>				Total (Standard Hours)
				Total (Overtime Hours)
				Weekly Total (Rounded to the nearest 15 Minutes) <u>32.5</u>

I confirm that the above temporary worker has worked the hours stated satisfactorily and that your invoice will be paid in accordance with your payment terms. Furthermore, I understand that if we subsequently engage the temporary worker or introduce them to any third party then a placement fee may be due to CPI Selection.

Client Signature <u>J. Smith</u>	Name in CAPITALS <u>John Smith</u>	Position <u>manager</u>	Date <u>01/08/17</u>	Accounts	Nominal Code
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IMPORTANT NOTE FOR TEMPORARY WORKERS: FAILURE TO SUBMIT A SIGNED TIMESHEET BY 11AM MONDAY WILL RESULT IN LATE PAYMENT

Holidays

You are entitled to up to 5.6 weeks paid holiday per year, pro rata – in accordance to the Working Time Regulations. Holiday pay cannot be carried over from one year to the next. If you finish an assignment within twelve months with holiday pay still unclaimed, it will be paid to you a week after your last timesheet has been processed, and will be accompanied by your P45. You must request your Holiday Pay and P45 from your consultant.

Claiming Holiday:

- The Working Time Regulations state that you are obliged to give double the amount of notice for the length of time you wish to take as holiday and that the Client has the right to offer alternative dates if requests are unreasonable.
- Please approve holiday with your line manager and inform your consultant via email or in writing.
- Write 'Paid Holiday' on your timesheet in the day(s) that you wish to be paid for along with the number of hours you require. If you only write 'Holiday', then we will assume that you want to keep your accrual for a later date. Fill in the rest of your timesheet in the normal fashion. Do not include any holiday hours in the total hours worked.

Example:

20/11/16 (Sunday of week worked)			
Start Time	Break Time*	End Time	Total Payable Hours
9am	12-1	6pm	8
9am	12-1	6pm	8
9am	12-12.30	6pm	8.5
9am	12-1	6pm	8
Paid Holiday 8 hours			
* Unless agreed breaks are unpaid			Total (Standard Hours)
			Total (Overtime Hours)
			Weekly Total (Rounded to the nearest 15 Minutes)
			32.5

- If you do not complete your own timesheet, make sure you e-mail the payroll department paige@cpi-selection.co.uk notifying of holidays to be taken and if they are to be paid or unpaid.
- If you are taking a whole week's holiday, do make sure that you submit a timesheet for the week you want to take, otherwise you will receive no holiday pay. You do not, of course, have to obtain a Client signature for this week.

Sickness & Absence

If, for any reason, you are unable to attend work, you must inform your consultant at least half an hour before your shift is about to start, **on every day of absence**. You must also contact your supervisor at the Client's premises at the same time.

Sick Pay:

You may be entitled to Statutory Sick Pay (SSP) if you are absent from an assignment due to sickness, injury or accident. Entitlement to SSP is subject to relevant statutory criteria such as a certain earnings level and is generally only due when you were scheduled to be on an assignment and are absent for over three days. Please contact your consultant for further information.

Pension

CPI Selection will operate a workplace pension scheme through Centralus. Further details around the pension scheme will be released at the appropriate time. This scheme is not currently in place yet.

Personal Information & Notifications

Do make sure you keep your consultants informed of any changes in your assignment, including changes of site or department, and finish dates – don't assume that we will have been informed by the Client! Finally, if your address, bank details or email address change, please inform your consultant in writing immediately.

Complaints

If for any reason you should have a complaint about either our service or the organisation in which you are working, please observe our complaints procedure, which is as follows:

- In the first instance contact your Recruitment Consultant or Account Manager.
- If your complaint is concerning either the Recruitment Consultant or Account Manager, then please contact the Temporary Division Business Manager.
- If the Temporary Division Business Manager is unable to answer your query successfully, we will follow internal procedures to get to a suitable resolution for everybody.

Health & Safety

All Temporary Workers must ensure they are fully aware of all client health and safety policies and procedures. In accordance with the Health and Safety at Work Act 1974 all Temporary Workers are responsible for taking reasonable care to avoid hurting themselves and others by their work activities, and reporting anything untoward to the nearest available manager. If you do not understand anything ask for clarification.

Substance Misuse Policy

It is essential that all Temporary Workers are in full command of themselves and their faculties throughout the working day. Vital Recruitment Limited requires you to present yourself for work without any dependence on alcohol, drugs of a non-medicinal nature, or any other substances and to maintain that state until the completion of your working hours.

In the event that you present yourself at work and your Supervisor, Office or Account Manager or main contact believes you to be under the influence of alcohol or drugs which renders you incapable of carrying out your duties in a proper, fit and safe way you will not be allowed to commence, or continue work. In such circumstances you will not be permitted to work, or allowed to return to work, nor will you be paid for such time as you are not permitted to work.

Termination of Engagement

Temporary Worker Termination - If you wish to terminate your engagement with CPI Selection, you must notify the company in writing and give one weeks' notice, unless specified differently.

Company Termination – CPI Selection may terminate the assignment or your contract for services at any time without prior notice or liability.

Equal Opportunities & Diversity

It is the policy of CPI Selection to ensure that no applicant, temporary worker or employee receives less favourable treatment on the grounds of age, disability, gender reassignment, marital or civil partnership status, pregnancy and maternity status, race, religion and belief, sex, sexual orientation and trade union activity or is disadvantaged by conditions or requirements that cannot be shown to be justifiable.

CPI Selection is committed to providing a work environment free from unlawful harassment on grounds of age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity status, race, religion and belief, sex or sexual orientation or on any other basis protected by legislation.

Unlawful harassment by any employee or agency worker of CPI Selection is strictly prohibited.

Examples of prohibited harassment include:

- Verbal or written conduct containing derogatory jokes or comments
- Slurs or unwanted sexual advances
- Visual conduct such as derogatory or sexually orientated posters
- Photographs, cartoons, drawings or gestures which some may find offensive
- Physical conduct such as assault, unwanted touching, or any interference because of sex, race or any other protected category basis
- Threats and demands to submit to sexual requests as a condition of continuing on assignment or to avoid some other loss, and offers of employment or assignment benefits in return for sexual favours
- Retaliation for having reported or threatened to report harassment.

Complaints of discrimination or harassment will be dealt with via the complaints procedure in place for temporary workers.

Any discrimination or harassment complaint will be taken seriously and fully investigated in a timely manner. No temporary worker will be penalised for raising a complaint, even if it is not upheld, as long as the complaint was raised in good faith.

CPI Selection emphasises that acts of discrimination, bullying and harassment are unacceptable conduct which may lead to action being taken against temporary workers under the Breach of Contract Procedure. Temporary workers should also bear in mind that they can be held personally liable for any act of unlawful discrimination or harassment. Temporary workers who commit serious acts of harassment may also be guilty of a criminal offence.

CPI Selection places an obligation upon all employees and Temporary Workers to respect and act in accordance with this policy.

Confidential Information & Data Protection

Except as required to perform your normal duties, you must observe absolute confidentiality concerning the affairs of CPI Selection and their clients. Should your duties require that you handle personal data relating to any employees or workers of CPI Selection or their client, such data must be kept in the strictest confidence, and used only in the course of your duties as appropriate. Such data must not be divulged to any third party except with authorisation from your line manager.

The duty to observe confidentiality is on-going and does not cease after you leave CPI Selection.
