



Employment Handbook

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Introduction

All references to “we” and “us” within this handbook shall mean the ‘Employer’ defined within your employment contract and references to “our” shall be read and construed accordingly.

The aim of this handbook is to provide general information to employees on their employment. It is not intended to cover every situation nor to explain everything about the employment of our staff.

You are responsible for your own up-to-date knowledge about our policies, procedures, benefits and working conditions.

This handbook can be found on our online portal under the Documents section.

This handbook and policies therein may be varied, withdrawn or replaced at any time by us at our absolute discretion. We will make every effort to notify you when there is an official change to any policies contained with this handbook.

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Your Umbrella Employment

Your contractual rights are as set out in your contract of employment. This handbook contains details of our policies and procedures and other information as it applies to you. It does not form part of your contract.

It is very important that you inform us by telephone or email of any changes to your personal circumstances such as: address or telephone number; bank or building society details and/or the gain or loss of any relevant qualification or licence (such as the loss of a driving licence and loss of right to work in the UK).

If you have any questions in respect employment with an umbrella company or how to understand your payslips then you must contact us as soon as possible. Contact details can be found within the Contact Information section below. FAQs are also available to you within the Help section of the online portal.

Employees are also encouraged to refer to the following guides which explain how to understand your payslip and provide information regarding Tax Rates:

[Your Payslip explained >](#)

[Guide to Tax Rates >](#)

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Pensions and Salary Sacrifice

The Pensions Act 2008 introduced a legal duty which requires employers to automatically enrol certain members of their workforce into a qualifying pension scheme and pay minimum employer contributions. Every employer must arrange or have in place a qualifying pension scheme to meet its duties.

We have chosen NEST (National Employers Savings Trust) as our pension scheme. NEST is a defined contribution scheme established by the government.

Employees who meet the eligibility criteria will be enrolled after they have worked with us for 12 weeks (though employees may have the right to request to ‘opt in’ during the postponement period).

As an employee of our umbrella company you may also choose to make pension contributions via our salary sacrifice scheme. The salary sacrifice scheme requires you to set up a salary sacrifice arrangement and accept a reduction in your gross pay in return for a non-cash benefit, which in this instance would be a pension contribution.

The benefit of salary sacrifice is that you pay a lower amount of National Insurance (NI) and PAYE tax. As your gross pay is reduced by the amount of your pension contribution it also means that our Employer’s NI is reduced, a saving we pass onto you in the form of additional gross pay.

Further information is outlined in the following FAQs documents:

[Pensions FAQ >](#)

[Salary Sacrifice FAQ >](#)

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Working Time

Your hours of work are stipulated in your Employment Contract. You should note that whilst you have opted out of the 48-hour maximum working week pursuant to the Working Time Regulations, we actively support the 48 hour week and do not encourage employees to exceed the 48 hour maximum on a regular basis.

Having “Opted Out”, you can at any time “Opt back in” after giving 7 days’ notice pursuant to your contract.

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Annual Leave

Your entitlement to annual leave will be shown in your Employment Contract.

Our annual leave year runs from 1st January to 31st December.

At the end of the leave year, should you not have taken your full leave entitlement you will not be permitted to carry any of it forward into the next year. You must ensure you take any leave entitlement that you have received payment for and it is your responsibility to arrange a suitable time to take your annual leave with the client you are completing an assignment for.

If you start or leave your employment during a holiday year, your holiday entitlement in respect of that year will be pro-rated. If you work part-time your holiday entitlement will be pro-rated based on the number of hours you work.

Further information on holiday pay is contained within the following document:

[Holiday Pay FAQ >](#)

[Bank Holiday Guide >](#)

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Sickness and Absence

Sickness

Your entitlement to sickness payments are detailed in your Employment Contract. To qualify for any payment under the scheme, you must follow our procedures on reporting your absence. Please see the following documents for further information:

[Statutory Sick Pay >](#)

[COVID 19 information >](#)

[Temporary Homeworking Policy >](#)

[Temporary Absence Policy >](#)

Maternity/Paternity Leave

Information regarding Statutory Maternity and Paternity Pay can be found below:

[Statutory Maternity Pay >](#)

[Statutory Paternity Pay >](#)

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Equality, diversity and inclusion

We are an equal opportunities employer and every executive, manager and employee has a personal responsibility for the implementation of our Equality, diversity and inclusion policy.

All employees must ensure they read and accept the policy terms and all employees have a responsibility to apply this principle in practice.

Any instance of doubt with the application of the policy or other questions should be addressed to our Customer Care department:

[Equal opportunities policy >](#)

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Discipline and Grievances at work

We look for and expect a high standard of behaviour and performance from all of our employees. Most behaviour or performance issues can be dealt with quickly and informally by an individual's line manager, who will make the individual aware of the standards expected and any improvements required. However, if an informal approach is inappropriate, either because it has already been ineffective or because the alleged offence is considered to be more serious, it will be necessary to follow the formal policy and procedures set out in our policy below.

We also recognise the importance of maintaining good working relationships, and our policy seeks to achieve a working environment in which problems can be discussed and easily resolved at an early stage, by encouraging open and honest communication. We believe that all employees should be treated fairly and with respect.

All employees have the right to seek individual redress for any grievance that relates to their employment with us. The following grievance procedure will be followed to ensure that grievances are dealt with in a fair, open and timely manner. In some circumstances, it may not be appropriate for this procedure to be used. If your grievance relates to matters which are being investigated or are connected with current disciplinary proceedings or any disciplinary sanction that has been imposed against you, you should follow the separate disciplinary appeals procedure.

Please contact us if you have any queries in relation to this procedure:

[Contractor policy and procedures on discipline and grievance at work >](#)

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Equipment and property

If you are in possession of, or have authority to use property belonging to a recruitment business, end client or to us ("Company Property"), you must ensure that the property is not damaged or abused at any time. The property must be returned to the respective owner upon termination of an assignment and/or employment.

You should not leave any valuable unattended in your vehicle at any time, especially laptop computers. Company Property must be removed from vehicles and stored in a safe place overnight. If you do not and the item is damaged, lost or stolen, then you may be liable for replacement costs.

We do not accept responsibility for personal items left unattended in a vehicle on our premises or end client premises.

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Health and Safety

We recognise that we have a responsibility to ensure that reasonable precautions are taken to provide and maintain working conditions, which are safe, healthy and comply with all statutory requirements and codes of practice.

We will, so far as is reasonably practicable, pay particular attention to:

- the provision and maintenance of plant and systems of work so that they are safe and healthy
- arrangements for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances
- the provision of such information, instruction, training and supervision to ensure the health and safety at work of employees and others
- the control of the place of work and maintaining it in a safe condition
- the provision of a safe means of access to and exit from the place of work
- the maintenance of a working environment that is safe, without risks to health and provides adequate facilities and arrangements for welfare at work.

Employees are expected and encouraged to be proactive on health and safety issues as part of the continued health and safety culture of the organisation.

Employees should refer to the following policy for further information:

[H&S Policy >](#)

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Whistle Blowing

Employees are often the first to realise that there may be something wrong within a company. However you may not express your concerns because you feel that speaking up would be disloyal to your colleagues. You may also fear harassment or victimisation. In these circumstances it may be easier to ignore the concern rather than report what may be just a suspicion of malpractice.

We encourage employees to raise genuine concerns about malpractice at the earliest practicable stage rather than wait for proof.

Everyone should be aware of the importance of preventing and eliminating wrongdoing at work. You should be watchful for illegal or unethical conduct and report anything of that nature that you become aware of.

Employees should refer to our full policy for further information:

[Whistle blowing >](#)

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Bribery

We are committed to the highest standards of ethical conduct and integrity in its business activities.

All employees must adhere to the following policy, which outlines our position on preventing and prohibiting bribery, in accordance with the Bribery Act 2010.

We will not tolerate any form of bribery by, or of, its employees, agents or consultants or any person or body acting on its behalf. Senior management is committed to implementing effective measures to prevent, monitor and eliminate bribery.

For further information, please refer to our full policy:

[Bribery Policy >](#)

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Criminal Finance Act

All employees must adhere to our CFA Code of conduct. This summarises our procedures to ensure all our associated persons, including employees and those acting on our behalf, do not facilitate tax evasion.

It is based around the six guiding principles of risk assessment, proportionality or risk-based prevention procedures, top level commitment, due diligence, communications, monitoring and review:

[CFA Policy >](#)

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Modern Slavery

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain.

We have a zero-tolerance approach to modern slavery and we are committed to acting ethically and with integrity in all our business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains.

We are also committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chains, consistent with our disclosure obligations under the Modern Slavery Act 2015.

We expect the same high standards from all of our contractors, suppliers and other business partners

Employees should refer to our Modern Slavery Policy for further information:

[Modern Slavery Policy >](#)

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Data Privacy

You will provide and confirm personal information to get you set up and employed by us. We need your personal information to manage this employment relationship and for us to discharge our legal and contractual duties as your employer. During your employment, we will continue to collect personal information about you which is relevant to your role and performance.

We take data protection seriously and the following Privacy Notices explain how we use any personal information we collect about you.

If you have any questions in relation to your personal data or the following policies please contact us:

[Privacy notice >](#)

[Special category data >](#)

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Contact Information

If you wish to contact us in relation to any information provided within this Employment Handbook, or in respect of any other queries please use the contact information outlined here:

[Useful contact information >](#)

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Compliments and Complaints

We are passionate about building great relationships and always endeavour to operate in the most professional and efficient manner possible.

Your views are always important to us and we are pleased to receive your feedback, both positive and negative.

Employees should refer to our Compliments and Complaints procedure which contains details as to how to get in touch:

[Compliments and complaints >](#)

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Social Media

We understand as part of your working and personal life, you are likely to use social media, and this may involve you publishing communications for instance on social networks, media sharing networks, discussion forums, blogs and/or consumer review networks.

The following policy sets out a framework of the standards and behaviour we expect as your employer, in terms of personal social media use and business use, with a view to minimising any potential risk or unintended consequences.

The policy applies to all employees and workers in our business and anyone who could be identified as being associated with us, including contractors, agency workers, casual workers, interns and volunteers. If you have any queries about the policy, please let us know:

[Social Media >](#)

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