

Perte

the face of

Temporary Worker Welcome Pack



Contents

Introduction.....	3
Confirmation of Appointment	3
Temporary Security Pass.....	3
Punctuality, working hours and breaks	4
How to complete timesheets	4
How to register for electronic payslips	6
Mobile Advantage Plan	6
Pay frequency.....	7
Expenses.....	7
Annual Leave.....	7
Your tax code	8
Sickness Absence Reporting	8
Dress Code.....	9
Parking.....	9
Smoking at Work & Alcohol & Drugs Policy	9
Mobile phones and personal calls.....	9
Confidentiality & Data Protection	10
Access to IT systems	10
Health & Safety	10
Fire Procedures.....	10
First Aid & Accidents at work	10
Personal property	10
Additional benefits of working for Pertemps	10
Temp of the month	11
Recognition Scheme – Refer a friend.....	11
Temporary to permanent opportunities.....	11
Exit Interviews	11
Return of Warwickshire County Council Property	11
We are here to help.....	11

Introduction

Welcome to your assignment at Warwickshire County Council (WCC) via Pertemps. This guide has been developed to provide you with a summary of your assignment as well as further information to enable you to undertake your role successfully. We hope that it will provide you with all the information you need to make your temporary assignment run as smoothly as possible. Your WCC Line Manager will complete your induction once your assignment commences. Further information and guidance can be found in your Pertemps Employee Handbook, via the links below or by contacting your Pertemps Consultant.

[Welcome to Warwickshire – Induction Guide](#)

[Further information about the structure and organisation of Warwickshire County Council](#)
[The Helping You Work section of our intranet provides you with the information you need to do your job](#)

Confirmation of Appointment

Position Title			
Hourly Rate:			
Working hours per week			
Hours of work			
Anticipated duration of assignment*:			
Start date & time:			
Warwickshire County Council Site Address:			
Warwickshire County Council Telephone No:			
Warwickshire County Council Line Manager:			
Instructions for your first day:			
Contacting your Pertemps Team			
Email:	warwickshire@pertemps.co.uk	Telephone:	01926 316400
<i>*Please note that Pertemps are unable to guarantee any specific length of assignment.</i>			

Temporary Security Pass

You should receive a temporary security pass on your first week at work. The pass will be programmed to allow you access to the building and rooms at your site. You must carry your ID card at all times. If your card is lost or stolen you must immediately inform the Facilities Hotline on 01926 414123. Please ensure you return your card to your WCC Line Manager on completion of your assignment.

Punctuality, working hours and breaks

Please ensure you are clear in relation to your working hours including the start and finish times of your shifts.

Punctuality is monitored and could jeopardise your assignment should you be late. Please therefore ensure you arrive 10 minutes before you are due to start so you are ready to work at your start time. We realise there are going to be exceptional circumstances where you may be late, in these instances please ensure you contact your WCC Line Manager to advise what time you will arrive at work.

3 instances of lateness within a rolling month could result in the termination of your assignment.

If you work over 5 hours in a day you must take a 30 minute unpaid break.

How to complete timesheets

Your Pertemps team will register you for online timesheets and advise you of your user name and password and how to use the timesheet system.

Your hours should be entered onto the timesheet at the end of your shift. This must be done no later than 5.00pm on Friday or at the end of your shift should you work past this time or at a weekend. Your timesheet must be approved by your Line Manager no later than 9.30am on Monday. The completion and approval of timesheets is your responsibility.

Enter the details of the hours worked for each day in the relevant boxes—please see the below on “example 1” outlined with a red box. When entering, please remember the following:

- The hours must be entered using the 24 hour clock—so 5pm becomes 17:00, 7.30am is 07:30 etc.
 - The length of breaks needs to be entered in minutes—if no break was taken, please enter a zero.
 - The total hours worked for that day will be automatically calculated, and the system will fill this in for you in the relevant box, marked below with the green arrow.
 - If you need to enter the same hours for more than one day, you can simply enter the hours on one day, and click the word ‘copy’ next to the day below (see yellow arrow). This will replicate all details from the previous day.
 - If you did not work on a particular day for any reason (eg. Annual leave, sickness etc.), please just leave the day blank. You may also wish to use the comments box to enter any notes to explain (see below illustration).
- Once the details for each day have been entered, you must split your total hours into the correct category of pay in the rates boxes provided (see black arrow). For example:
 - The total basic hours worked go in the ‘Basic’ box
 - Ensure any AGREED * overtime hours worked on Monday to Friday, Saturday, Sunday or Bank Holiday are entered in the correct box

Example 1

Incomplete Timesheet

W/E 15/02 2013, W/No. 46, No. ESS

, AWR:11

Name:
Timesheet No:
Candidate Ref:
Job Title:
Cost Code:
PO Number:

Agency: Pertemps Aylesbury
Client Name: Buckinghamshire County Council
Order Reference:
Ordered By:
Report To:

Contracted Hours:

Day	Copy Previous	Start (24 hour)	Finish (24 hour)	Breaks (minutes)	Total (hours)	Transport Method	Subsistence (0-2)
Example		8:30	17:30	60	08:30	Car	1
Mo 11/2							
Tu 12/2	copy						
We 13/2	copy						
Th 14/2	copy						
Fr 15/2	copy						
Sa 16/2	copy						
Su 17/2	copy						
Total No. of Hours worked:					00:00		

Rate Name	Basic Rate	Overtime in excess of 37 hrs Monday-Saturday @ 1.5	Overtime in excess of 37 hours Sunday and Bank holidays @ 2.0	Total
Time				00:00
Rate inc NVF				
Cost inc NVF	£0.00	£0.00	£0.00	£0.00

Example 2

Day	Copy previous	Start (24 hour)	Finish (24 hour)	Breaks (minutes)	Total (hours)
Example		08:30	17:30	60	08:30
Mo 30/7		09:00	16:00	60	06:00
Tu 31/7	copy				
We 1/8	copy				
Th 2/8	copy	09:00	14:00	0	05:00
Fr 3/8	copy	09:00	14:00	0	05:00
Sa 4/8	copy				
Su 5/8	copy				
Total No. of Hours worked					16:00
Rate	Basic	Time and a half	Double time	Bank Holiday	Total
Time	10:00			06:00	16:00

- Example 2 shows how to enter hours for several days worked in the week and in this example Monday was a bank holiday. You would therefore enter the hours as follows:
 - You started work at 9.00am every day, hence 09:00 hours has been entered in the 'start' box.
 - You finished work at 4.00pm on the Monday, so 16:00 has been entered in the "finish" box.
 - The other two days you finished at 2.00pm, so 14:00 was entered in the finish boxes for those days.
 - An hour was taken for lunch on the Monday, so 60 is input into the 'breaks' box for that day.
 - You are now ready to complete the total hours boxes for the different rates.
 - As 10 hours were completed on Thursday and Friday, 10 hours can be entered in the "basic" rate box (outline in yellow above).
 - 6 hours were worked on Monday, which as mentioned above we will say was a bank holiday; therefore, 6 hours can be entered into the bank holiday box (outlined in black above).

Remember to check the total hours that are filled in by the computer for you (orange arrow), and the total hours in the rates boxes (red arrow) to make sure they match.

Click on 'send for approval', which can be found in the top left corner (see example 1).

How to register for electronic payslips

Once you have received your first payslip, you can sign up to receive electronic payslips known as ePay.

You will have to register for ePay with a different username and password than that used for the PAWS timesheet system, as you are unable to access both systems with the same username and password.

Please follow the link below, click on "epay registration" and complete the relevant boxes in order to register for epay. You will also need your payroll number (9 digits) which is found on your payslip. Should you not be aware of this or have any difficulties please contact us.

<http://www.pertemps.co.uk/content/job-seekers/eservices>

Mobile Advantage Plan

As part of our commitment to ensuring we are able to continue to provide our Temporary Workers with benefits whilst working on assignment for Pertemps, we are pleased to be able to offer our Mobile Advantage Plan (MAP) as a benefit to our Temporary Workers. MAP is a tax-free allowance that replaces some taxable pay to contribute towards food/travel costs incurred whilst at work. This means that your take home pay is more. You can get it if you have signed a contract of Employment, a MAP agreement form (back page of your Employee Handbook), and you are not on a P38 or over 65. If you are not signed up for MAP, please contact your Pertemps onsite team immediately for the opportunity to earn more money.

- You will be able to claim a MAP allowance for your travel to and from your home/place of work. (subject to eligibility and qualification). There are different rates for travel dependent on your type of transport (see guidelines).
- You will be able to claim up to two subsistence (meal) allowances per day.
- You must make a claim each week informing Pertemps of 1) How you travelled each working day and 2) How many subsistence claims you wish to make (0, 1 or 2). This is done when you complete your timesheet at the end of your shift.

Eligibility and qualification criteria apply. Full guidelines and a frequently asked questions document will be sent to you in your first week by your Pertemps account team.

Pay frequency

You can choose to be paid monthly or weekly.

If you are paid weekly, you will be paid every Friday directly into your bank account. If monthly, you will be paid on the last Friday of every month. Please contact your Pertemps onsite team to arrange switching to monthly pay.

Expenses

Pertemps will process all expense payments. Any expense claims must be approved by your Line Manager in advance of payment.

Driving your own car or a company vehicle

Please note: If claiming business mileage, the following Health & Safety information must be noted:

- If you are required to drive your own car or a company vehicle during the duration of your assignment you will be required to complete the relevant health and safety checks to verify you are insured to drive the vehicle and have a valid licence.
- You cannot claim business mileage for driving a company vehicle.

In the event your role changes and subsequently you are asked to drive your own or a company vehicle, you must contact Pertemps to ensure the necessary checks have been carried out.

Annual Leave

Please refer to your Pertemps Employee Handbook for the full information on your paid leave entitlement and the Working Time Regulations.

From week 13 of your temporary assignment in accordance with Agency Worker Regulations you will accrue the same annual holiday entitlement as a WCC employee.

You must manage your accrual to ensure you have enough available to cover you for your Bank Holidays in addition to your normal annual leave requests.

Please follow the following process to request annual leave:

- Request annual leave with your Warwickshire County Council Line Manager

- If approved by your WCC Line Manager send your holiday request form (paid or unpaid) to warwickshire@pertemps.co.uk
- Pertemps will refer to your accrued annual leave to ensure that you have sufficient annual leave accrued to cover the requested period.
- If you have sufficient annual leave accrued to cover your requested time off then this will then be approved, however, should you not have enough annual leave accrued you will be notified and your request may be denied.
- You can find out how much holiday you have accrued by looking at your weekly pay slip.

Please note:

- Unpaid leave will only be granted in exceptional circumstances.
- Please ensure you give a minimum of 5 days notice to your WCC Line Manager for any leave requests.
- You do not need to complete a holiday form for Bank Holidays as this will be automatically paid out of your accrual.
- Anniversary year - all your accrued annual leave needs to be taken within your anniversary year, this starts from the day you start on assignment with Pertemps. You can carry over 5 days but any unused days after this date will be lost.

Your tax code

To ensure you are not emergency taxed you must provide Pertemps with a P45 within the first week of your assignment, that is not more than 10 weeks old and must quote a valid tax code. If you are transferring across from Reed your P45 will be sent directly to Pertemps.

Should you not have a valid P45, please complete a P46, which will be provided by Pertemps. This will place you on a standard week 1 tax code and the tax office should then issue you a code in around 6 weeks, and any tax you have overpaid should be paid back in a rebate.

Should you have issues with your tax code, please note that due to data protection laws, Pertemps are unable to speak to the tax office on your behalf. They will not supply us with any information relating to your code, other than what code you should be on. You therefore need to contact the tax office yourself using the following details:

Telephone: 0845 3000 627

Reference: 2914/P7000

You will need to advise that you work for Pertemps, and quote your NI Number.

If you are trying to claim tax back from last years tax year, you will need to send them your P60 with a covering letter and any documentation relevant to other roles you've had in that year, explaining your situation and that you believe you are due a rebate.

Sickness Absence Reporting

If you are unwell or need to take time off for emergencies, you must call the Pertemps team no later than one hour before your normal start time, on every day of your

absence. Please note that emailing or texting is not sufficient, you must make a telephone call.

- Please be aware that taking time off at short notice can have a significant impact to your team and any absence or lateness is monitored.
- Any ongoing lateness or unauthorised absence could jeopardise your assignment.
- Any absences due to sickness will be followed by a return to work meeting and sickness review.
- We will pass on the message to your Warwickshire County Council Line Manager to notify them of your absence.
- When calling in we will need the following information at all times:
 - Your full name, Line Manager's name, reason for your absence and how long you will be off work.
- Statutory Sick Pay (SSP) and Statutory Maternity Pay (SMP) will be paid provided you meet the requirements laid down by the Department of Social Security.

Dress Code

- All employees are required to be clean, well groomed and smartly dressed;
- Clothing and footwear must be neat, clean and suitable for the working environment;
- Employees required to attend business meetings or meet customers should promote a professional image;
- Flip flops; very high heels, or footwear with no support to the back of the foot should not be worn at any time, for Health and Safety reasons;
- Under no circumstances should staff wear jeans, clothing which shows midriffs, or excessively short tops or skirts;
- During exceptionally hot weather or dress down days, there may be some relaxation on dress code. This will be communicated at the time.

Parking

There are limited parking facilities on WCC sites, please obtain specific details from your Line Manager.

Smoking at Work & Alcohol & Drugs Policy

If any Temporary Worker is reasonably suspected to be under the influence of alcohol or drugs other than drugs prescribed by a medical practitioner, Pertemps may immediately remove such Temporary Worker from WCC's premises.

In general all WCC buildings are "no smoking" areas. To view a full version of our policy please visit <http://www.warwickshire.gov.uk/smokingatwork>

Mobile phones and personal calls

Please ensure that all mobile phones are either on 'silent' or are switched off during work hours. In addition, mobile phones should be kept out of sight during office hours.

Personal calls may not be made unless you have permission from your WCC Line Manager and if agreed must then be kept to break times.

Confidentiality & Data Protection

You will be required to sign a "Confidentiality Agreement" prior to commencement of your assignment at WCC.

Access to IT systems

Misuse or abuse of electronic facilities is a serious matter. The penalties for improper use may include the immediate termination of your assignment. Please ensure you have read and are familiar with the following policies:

[Link to WCC Email, Instant Messaging and Internet Usage Policy](#)

[Link to Intranet Code of Conduct](#)

[Link to guidance in relation to Information Security](#)

Health & Safety

As far as practically possible, we will do all we can to ensure you have a safe and healthy workplace with adequate supervision. The Client your assignment is with is responsible for your Health and Safety whilst you are with them. Co-operate with your assignment Client by following all safety rules and regulations. If you do not understand anything, ask for clarification. Further information in relation to WCC Health & Safety Policies and Guidance can be found here [Health & Safety Guidance](#)

Fire Procedures

All employees should familiarise themselves with the fire and emergency procedures which apply at their location. Fire Wardens and Assembly points can be found in the site Fire Risk Assessment and Site Plan which is displayed on staff notice boards.

First Aid & Accidents at work

Your WCC Line Manager will inform you of the location of the First Aiders. Names of the designated first aiders will be published on notice boards and in the internal telephone directory. You should notify your Line Manager immediately of any injury that happens at work.

Personal property

WCC or Pertemps do not carry the responsibility of compensating for loss or damage to personal belongings on your assignment.

Additional benefits of working for Pertemps

In addition to being on a Contract of Employment with Pertemps and the benefits this automatically provides you with, such as:

- Paid Annual Leave
- Pension Scheme
- Mobile Advantage Plan
- Welfare Programme

We also offer the following when you are on assignment with Pertemps:

Temp of the month

We will ask for nominations for Temp of the Month from all WCC Line Managers. The winner receives £20 of retail vouchers and, of course, the recognition of receiving this prestigious award as the winner out of all of our Temporary Workers.

Recognition Scheme – Refer a friend

If you recommend a friend or member of your family to work for Pertemps and they start on assignment and stay for over 12 weeks, you will receive £20 of retail vouchers.

Temporary to permanent opportunities

Pertemps temporary workers are able to apply for permanent roles within WCC that are open to external candidates. All vacancies are advertised on the Warwickshire County Council website www.wmjobs.co.uk

Exit Interviews

Once you have completed your assignment at WCC, your Pertemps contact will ask you to complete an Exit Interview. This is an opportunity for us to ask you about your assignment, the training and support provided by WCC and the service and support provided by Pertemps so that we can improve our processes.

Return of WCC Property

At the end of your assignment please return all WCC property to your line manager. If all assets are not returned the cost of the assets may be deducted from your pay. Assets can be for example: IT/mobile phone equipment, PPE, parking permits, ID pass and headsets.

We are here to help

Pertemps are your employer and you should maintain regular contact with us. If you have any queries or complaints please get in touch.

Email: warwickshire@pertemps.co.uk Telephone: 01926 316400

The Pertemps team are based at 83 Warwick Street, Leamington Spa, CV32 4RR. Visits to council sites will be made regularly.