



NEW

STARTER

PACK

IMPORTANT INFORMATION ENCLOSED

Paperwork to be returned in pre-paid envelope:

- ✓ **Contract of Employment - signed**
- ✓ **Personal details- completed in full**
- ✓ **Tax information - P45 / P46**

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1. **Terms of Engagement advice**
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- Inc: Inland Revenue Tax Tips for Temps
Holiday request form
P46**

REMEMBER!

TIMESHEET DEADLINE MONDAY 9AM

INTRODUCTION

We would like to take this opportunity to welcome you to the Ann Pettengell's temporary team!

As a temporary worker there are a few guidelines to follow which may help you whilst working with us.

1. TERMS OF ENGAGEMENT

- ✓ Please read the Terms of Engagement carefully
- ✓ Sign the contracts on the back page
- ✓ Keep the top copy
- ✓ Return the duplicate copy in the prepaid envelope supplied

The rate of pay will always be above the statutory minimum and will vary in accordance with the responsibilities of the assignment. This will always be discussed with you prior to commencement of each assignment. Of course we will at all times endeavour to gain the best rate for you. Once in an assignment, we would ask you to give us as much notice as possible should you wish to finish prior to the end of your assignment.

Legislation requires us to issue you with a Terms of Engagement should you start another assignment with us after a gap of 2 weeks or more, or if we have issued you with a P45 since you last worked for us.

2. TIMESHEETS

A timesheet template will be emailed to you at the start of your assignment. Please save the template for any future assignments. Each week you will need to fill in the WEEKENDING DATE, (the Sunday at the end of the working week).

- ✓ Enter the total hours worked each day in the relevant box, (remember you do not get paid for lunchtime).
- ✓ Note any hours paid as overtime and ask your supervisor to note if OT is paid at an enhanced rate.
- ✓ Total the hours at the end of the week.
- ✓ Ask for your timesheet to be signed by a person in authority. This signature authorises us to pay you. Without this, payment could be significantly delayed or disputed.
- ✓ Photocopy 3x – one for the client, a copy for yourself and original sent back to us.

RETURNING YOUR TIMESHEET: **FINAL DEADLINE 9AM MONDAY MORNINGS!**

It is essential that you return your timesheets promptly and accurately. This will enable us to pay you efficiently and reliably! We cannot guarantee to chase every late timesheet so please take responsibility for this yourself.

- ✓ **FAX** a copy to us as you finish work on Friday. **Fax number 01223 462929**
- ✓ **POST** the original copy in the pre-paid envelope supplied.

REMEMBER! Failure to get your timesheet to us by 9am Monday may result in your payment being delayed by one week.

3. PAYMENT

Payment is made automatically into your bank/Building Society account. You will need to let us know your bank details in writing.

- ✓ Please complete the PERSONAL DETAILS FORM
- ✓ Return it to us in the prepaid envelope ASAP. (Before we process your first timesheet.)

Payment is made on Fridays weekly in arrears.

If you need to query your payment, tax or bank details please email accounts directly

payroll@annpettengell.co.uk.

4. NATIONAL INSURANCE AND TAX P45/P46

Please be aware that when your first assignment starts, we require confirmation of your National Insurance Number.

- ✓ You will need to send us a copy of any Inland Revenue or Employment Form that contains this information i.e. P45, P60 OR PAYS LIP.

IF YOU DO NOT HAVE A NATIONAL INSURANCE NUMBER PLEASE ADVISE US OF THIS AND YOU WILL NEED TO APPLY FOR AN NI NUMBER FROM THE GOVERNMENT DEPARTMENT OF WORK AND PENSIONS IN CAMBRIDGE.

TAX: To keep your tax records up-to-date with the Inland Revenue, and to prevent you from paying basic rate tax you will need to send us either:

- ✓ Your latest P45 - parts 2 and 3, (part 1A you keep for your records.)
- ✓ Or complete a P46 form – enclosed with this pack.

If you are a student who works solely during holidays please ask for the relevant form – P38.

This pack contains a copy of the Inland Revenue leaflet – “Tax Tips for Temps”

5. HOLIDAYS

As a temporary worker you are entitled to 24 days paid holiday per year. If you are working part-time your entitlement will be pro-rata. The amount paid is calculated using the average hours you have worked during the previous 12 weeks prior to its payment.

Please request your holiday at least one week prior to the commencement date. All holiday will need to be agreed with the client before it is taken. Please speak to your Ann Pettengell consultant in order to confirm the arrangements.

Once holiday is approved please complete a holiday request form (a copy is included at the back of this pack.) Also note the days on your timesheet that you are taking as holiday.

To find out how much holiday you have accrued please contact accounts directly by email

payroll@annpettengell.co.uk

If you have not accrued as many days as requested you will only be paid the entitlement you have accrued so far.

Please note that public bank holidays are not paid to you automatically. If you wish to take then as paid leave you will need to request them from your holiday entitlement.

Any outstanding holiday will be paid to you when your contract comes to an end.

6. ANY PROBLEMS, SICKNESS, INTERVIEWS and QUERIES.

Call us immediately. It is important that we are aware of your situation. If you are going to be late or can't get to the job at all, it is vital that you let us know. We need to know at once to ensure we meet our commitment to the client. (Except in an emergency, you are expected to be punctual and to complete each assignment.)

Always call us. Should you be unable to go to work at anytime during an assignment, please telephone us immediately! Our office hours are 9.00am – 5.30pm Monday to Friday or on our 24 hour answer phone.

DO NOT rely on emails as these can be delayed. Always call try to speak to the consultant who has set up your assignment.

DO NOT call the client unless you have already been in the assignment for a length of time and have built a relationship with your client supervisor.

We are here to support you throughout your assignment. Please do contact us if you have any questions concerning the nature of your assignment or the work you are doing. Contact us especially if you are asked to handle money or valuables other than as explained by your supervisor beforehand. If you are asked to do different work or the situation is not like the information you were given before the assignment, please tell our office so we stay up to date. Your feedback is valuable to us as it helps us to consider this for future reference.

If you change your address or phone number please let us straight away so we can still be in touch and update your details.

I trust this letter assists you in understanding the way in which Ann Pettengell works. I hope you find it clear and easy to understand. Please let me know of any ideas you have that will help us make life easier for you.

Good luck and once again welcome to Ann Pettengell, I hope you enjoy your time with us. If there is a problem or you need further help or advice regarding your assignment, please do not hesitate to contact us on 01223 350234.

We will always make time for you. Remember you have been “chosen for excellence” and our clients have become used to high standards of work from our temporaries, which is why they call back and book you for work again.

7. NOTICE

Please give us as much notice as possible should you wish to finish prior to the end of your assignment. We would request 7 days notice so that we can find a replacement for the client. We request high professional standards from all of our team so it is unacceptable to leave an assignment without at least some notice. All property of the client must be returned, e.g. passes, keys etc. before leaving the client premises.

Due to the nature of temporary work the client can terminate your assignment at any time without notice. We would always endeavour to give you up to a weeks notice but if a client no longer requires your services the assignment can unfortunately be terminated immediately.

8. VISAS

Unless you hold a European Passport from an EU Country we require a copy of your working permit or entry visa before an assignment can commence. Residents from some EU countries will also need to register with the Home Office under the Worker's Registration Scheme. Once you are registered we will need a copy of your “Follow up form”. For if you are unsure whether this

applies to you, you can find out more at www.bia.homeoffice.gov.uk or www.bia.homeoffice.gov.uk/eucitizens/

9. GENERAL GUIDANCE ABOUT YOUR ASSIGNMENT

When you arrive on the first day, introduce yourself to the person you were told to report to, don't be alarmed if you find the client's staff working under pressure – after all that is why they asked for your help.

Once you have been working for a while, make sure you are following the correct procedures. It's important to establish a good working relationship with everyone around you.

Being willing to help whenever you are asked will ensure maximum co-operation and leave a good impression.

Above all, try to stay calm and efficient, however much pressure you are working under.

Don't discuss your work with anyone other than the person you report to or your Ann Pettengell representative. You may be handling confidential information.

Treat computers, IT equipment and all of the company's facilities with care. If you don't know how to operate a piece of equipment, do not be afraid to ask for help, before trying to use it.

When you've finished your set work, ask whether there is anything else you can do. If there is nothing immediately, use your free time constructively, it is often a chance to learn new skills.

Above all, remember that in the client's eye, you are "Ann Pettengell," it is important and you can help us to ensure that we continue to provide a first class service.

Remember, if you have any queries before, during or after an assignment, please call us. We are here to help you, you have been chosen to represent our company and our clients have become used to high standards of work from our temporaries.

If you require any further information, please do not hesitate to contact any of our team:

Sarah Flack	- Recruitment Manager
Julia Vellacott	- Recruitment Manager
Sam Lynch	- Acting Recruitment Manager
Amanda Nichols	- Recruitment Consultant
Lucy Rose	- Recruitment Consultant
Laura Page	- Recruitment Administrator

Contact us at **Tel: 01223 350234**
Web: www.annpettengell.co.uk
Email: jobs@annpettengell.co.uk
Fax: 01223 462929

We hope you enjoy temping through Ann Pettengell. Temping can be a great way to gain new experience, broaden your horizons, meet new people and see what it is like to work in a variety of companies. Temping may even introduce you to a prospective permanent employer. In the process we hope we have helped you to bridge a financial gap between employment, help you to earn some cash in your vacations or before going travelling etc.

We wish you all the best in your new assignment!
from all of us at Ann Pettengell.

