



HAYS Recruiting experts
worldwide

TEMPORARY WORKERS USEFUL INFORMATION

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hays.co.uk

Welcome to Hays and congratulations. We are delighted you have chosen to work through Hays. The information in this brochure has been designed to assist you during your temporary assignment. Please take the time to read it and if you have any further questions your recruitment consultant will be more than happy to answer them. We also have a Payroll Helpline to assist with any pay queries and they can be contacted on 020 3727 2977.

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PAY ARRANGEMENTS

Pay types

Based on your pay type and timesheet submission method please use the information below which explains any information we require from you and how to provide this.

PAYE

- Register for Hays Connect and enter your bank details. Click on the 'Register Now' link contained within the 'Welcome to Hays - Payroll Registration' email.
- Send Part 2 and Part 3 of your P45 to us by email at P45@hays.com. If you do not have your P45 please complete the New Starter Checklist (P46) form and email to P46@hays.com.
- Send your signed Terms of Assignment (HSR19) to your consultant.
- Once you have completed your assignment and have received your final payment from Hays, you can request a P45 either through your Hays Connect account or by contacting our Hays Service Centre on 020 3727 2977 who will post this to your home address. Please note your P45 will take between 3-10 working days from receipt of request to despatch, to allow for the calculation of any outstanding holiday pay.

Limited company

- Register for Hays Connect and enter your limited company bank details. Click on the 'Register Now' link contained within the 'Welcome to Hays - Payroll Registration' email.
- Send your VAT registration certificate (if applicable) to VAT@hays.com. Please note we are unable to pay VAT without receipt of a VAT registration certificate.
- Send your signed Terms of Assignment (HSR20) to your consultant.
- Hays operate a self-bill process for contractor workers. This means that your limited company does not need to provide an invoice for payment. Hays will send a self-bill invoice/remittance advice once a timesheet is processed.

Umbrella

As an umbrella pay type there is no requirement to provide information to Hays for payroll registration. Payment will be made directly to the umbrella company that you have chosen and registered with.

Submitting timesheets and expenses

Hays manage a number of timesheet portals for submitting timesheets and this will depend on the client you are working for. For anything outside of Hays Connect you are likely to receive separate information and login details.

Hays Connect

Hays Connect enables you to access all of our online tools and makes your experience of working with Hays faster and easier.

You are advised to complete your payment details with some urgency in order to facilitate prompt payment. To activate Hays Connect you will need to click the link in the email and follow the on screen steps.

Hays Timesheets app

The quickest and easiest way to submit timesheets is via the Timesheets app (which can be downloaded for free either from Google Play or the App Store). This allows you and employers to submit and approve timesheets quickly and easily, at all times and from anywhere, using a mobile device. You will need to be registered with Hays Connect in order to use the app, but if you are already, then you can use your user ID and password and log in to the app immediately.



Third-party client systems

Please liaise with your consultant who will advise you on how you need to submit your time as this is generally client specific.

Client managed time

Your client timesheet approver will submit an electronic timesheet through Hays Connect on your behalf.

Expenses

If you are claiming expenses that have been pre-authorised then you can enter business mileage in the appropriate section of either an online or paper timesheet. Any expenses other than mileage need to be submitted using the expenses claim form in the 'Forms and Documents' menu option within Hays Connect.

Please refer to the Worker FAQs in Hays Connect or ask your consultant if you have any questions.

Holiday pay (PAYE workers only)

Overview

In accordance with the Working Time Regulations 1998 you are legally entitled to pro rata 5.6 weeks/28 days paid holiday per year, including bank holidays (known as statutory leave entitlement or annual leave). You will accrue holiday pay for every hour you work in your assignment.

- Holiday Pay is only accrued by PAYE workers.
- PAYE workers cannot opt out of the accrual process. It is a legal requirement in the UK.
- Limited Company workers or those working through an Umbrella Company will have their holiday paid by their limited or umbrella company.

Rates of pay

Once your consultant has confirmed your temporary assignment you will receive an assignment confirmation letter (ACL) setting out the agreed premium and working rates of pay for that assignment.

You will often hear Hays consultants refer to the following rates. Here's what they mean:

Premium rate. This takes account of all holiday entitlement e.g. both statutory leave and any additional assignment leave that may be offered by the client on your temporary assignment.

Working rate. This is the rate you will be paid and will be subject to tax and NI deductions. This is the premium rate excluding statutory holiday i.e. 28 days. The statutory holiday pay element from your premium rate accrues in your Hays holiday fund each week and you will get paid for your leave as and when you book holiday, with tax and NI contributions deducted at that point.

If the ACL states that the premium rate includes more than 28 days, then the funds to cover any additional leave are rolled up in the working rate. Your consultant can provide you with a full breakdown if necessary.

This is an example of what you will see in your ACL if you are paid PAYE.

Premium rate:	£10.44 Per Hour
Total holiday entitlement:	30
Statutory holiday deduction:	£1.12
Working rate:	£9.32

Rates explanation

The premium rate includes all holiday applicable to this assignment. Hays will deduct 10.77% from this premium rate to give your working rate, and this deduction is sufficient to fund your statutory holiday entitlement of 28 days. You will therefore receive the working rate on this assignment, and tax and NI deductions will be applied to your working rate.

The funds that have been deducted from your premium rate will accrue within your holiday fund, and when you book holiday either with your consultant or through Hays Connect you will be paid from your holiday fund at your working rate (or the average working rate over the last 52 weeks worked), and this will be subject to tax and NI deductions at the point of payment.

Any additional assignment leave (please refer to clauses 7 and 8 of the Terms of Assignment) will be paid on a rolled up basis within your working rate, and you are responsible for managing this.

Useful emails

P45s: P45@hays.com

New starter checklist form: P46@hays.com

VAT forms: VAT@hays.com

Expense forms and receipts: Expenses1@hays.com

Paper BACS forms: BACS@hays.com

Paper timesheets: Timesheets@hays.com

Holiday pay calculations

- The statutory holiday entitlement of 28 paid days is calculated by multiplying a normal week (5 working days) by the annual entitlement of 5.6 weeks (example: $5 \times 5.6 = 28$).
- Part-time workers will accrue holiday according to how many days per week they work (i.e. 3 days) and multiplying it by the annual entitlement of 5.6 weeks (example: $3 \times 5.6 = 16.8$).
- The 28 days is inclusive of the bank holidays if you take these as part of your holiday entitlement.
- Holiday pay is based on your average hourly working rate for the last 52 weeks worked and is calculated at the time your holiday is paid.
- All hours worked (including any overtime) are included in holiday calculations.
- 1 holiday hour is accrued for every 8.29 hours worked. So if you work 40 hours a week, you will accrue 4.83 units of holiday a week (example: $40 / 8.29 = 4.83$).

Booking holiday

Should you wish to take holiday we would advise you contact the hiring manager to give them advanced notice so as to minimise any work disruption. It is recommended you give at least 2 weeks notice.

- Bank holidays are very popular and you are advised to give your line manager as much notice as possible if you wish to take holiday around these times.
- You should always let your consultant and/or umbrella company know if you are taking holiday.

Important information for PAYE workers only

- You can book holiday by logging on to the Hays Connect portal via hays.co.uk/hays-connect/index.htm or under the 'Holiday' tab in the Timesheets app. Please contact your consultant if you are using other timesheet/holiday booking portals.
- You can book holiday in units of up to 12 hours per day but a minimum of 4 (half a worked day) via the 'Manage Holidays' menu in Hays Connect.
- You cannot book Saturdays or Sundays as holiday unless these days form part of your usual shift pattern.

- The holiday year runs from January to December (or the last Friday of the year). All entitlement to leave must be taken during the course of the holiday year in which it is accrued and cannot be carried forward to the next year. If you do not take any holiday you risk losing your accrual.
- Holiday pay is accrued as you work. When you start your 1st assignment with Hays your holiday pay balance will start at zero and continue to grow as you move from one assignment to another as long as your P45 had not been issued.
- Each week your payslip or Hays Connect will indicate the total number of holiday hours you have accrued.
- All holiday is paid in the same way as normal worked days i.e. weekly in arrears.
- Holiday dates can be booked retrospectively (i.e. after the holiday has been taken) but you need to contact Payroll Helpline on 020 3727 2977 to do this. It cannot be entered via Hays Connect or the Timesheets app.
- You are paid holiday to the value of your accrued holiday entitlement. Holiday taken in excess of the entitlement is treated as leave without pay, but will be paid automatically as and when sufficient entitlement has accrued.
- If you secure employment elsewhere, you should request your P45 (this can also be done via Hays Connect where it is in use) and all outstanding holiday pay will be paid back to you in your final payslip.
- Please contact Hays Shared Service Centre on 020 3727 2977 if you have any pay related queries.
- For all tax related enquiries please contact HMRC on 0300 200 3300.

National Minimum Wage and National Living Wage

For temporary workers earning the National Minimum Wage or National Living Wage pay typically increases each year in April.

Hays will add your holiday pay entitlement to the National Minimum/Living Wage rate, to give the Premium Rate inclusive of all holiday entitlement.

The current statutory National Minimum Wage and National Living Wage rates are published on the government website.

Statutory Sick Pay (SSP)

As a PAYE temporary worker you may be entitled to receive Statutory Sick Pay if you have been off sick for 4 days or more in a row. However SSP is not paid for the first 3 qualifying days (qualifying days being those days you would normally have been working in your assignment). If you have been off sick for 7 days or more you will be required to submit a doctor's sick note.

Please contact the Hays Payroll Helpline on 020 3727 2977 or your chosen umbrella company for further information. You may also find the government website helpful.

Pensions auto-enrolment

The regulations require every employer to automatically enrol jobholders (including temporary workers) into a qualifying pension scheme. PAYE workers who meet the eligibility criteria will be auto enrolled into a NEST (National Employment Savings Trust) pension scheme. The government has set the minimum percentages that must be paid into a workplace pension.

Any PAYE worker that is eligible for auto-enrolment will be enrolled and any payments administered through Hays.

If you have been auto enrolled into the NEST pension arrangement, then you should direct any queries to NEST, otherwise contact your consultant for more information.

If you are paid through an umbrella company, any pension arrangements are the responsibility of the umbrella company and you are advised to contact them direct for further details.

Agency Worker Regulations (AWR)

Agency Workers Regulations protect the rights of agency workers in the UK and state that a temporary agency worker should receive the same basic working and employment conditions (including pay and holiday) as a permanent worker doing the same job, after a 12 week qualifying period.

AWR is divided into two areas. The rights you are entitled to receive from day 1 (Day 1 Rights) and the rights you are entitled to from week 13 onwards (Week 13 Rights).

What's included in Day 1 Rights?

- Access to internal vacancies
- Access to facilities (where available) that the client offers to other employees.

What's included in Week 13 Rights?

After you complete a 12 week qualifying period with the same client, in the same role, you will be entitled to the same basic terms and conditions of employment as if you had been employed directly by that client, such as basic pay, holiday, overtime, breaks etc. Full details are listed on the government website.

Where you are in scope to receive equal treatment under AWR your consultant will be obtaining the comparator details for your assignment in readiness for you completing the qualification period. Where a rate uplift is due your consultant will contact you and a new ACL will be issued explaining the new rates of pay. For further information please contact your consultant.



ATTENDANCE

Absence from work and lateness

Where you are unexpectedly late or unable to report to work (for example due to sickness) you must notify your consultant and your line manager as soon as possible and by no later than 10:00am.

Medical and dental appointments

Medical and dental appointments (where possible) should be made outside of normal working hours. Where an appointment can only be made during working hours, so as to minimise disruption to work, you must notify your consultant and line manager. You will only be entitled to pay for hours worked.

Jury service

If you are required to act as a juror you should advise your consultant and line manager immediately by presenting the notification received from the crown court. You might be entitled to claim expenses and loss of earnings and you should collect a form from the court, complete it and submit to either Hays Payroll or your umbrella company. The government website provides further information.



PARENTS & CARERS

Statutory Maternity, Paternity and Adoption Pay

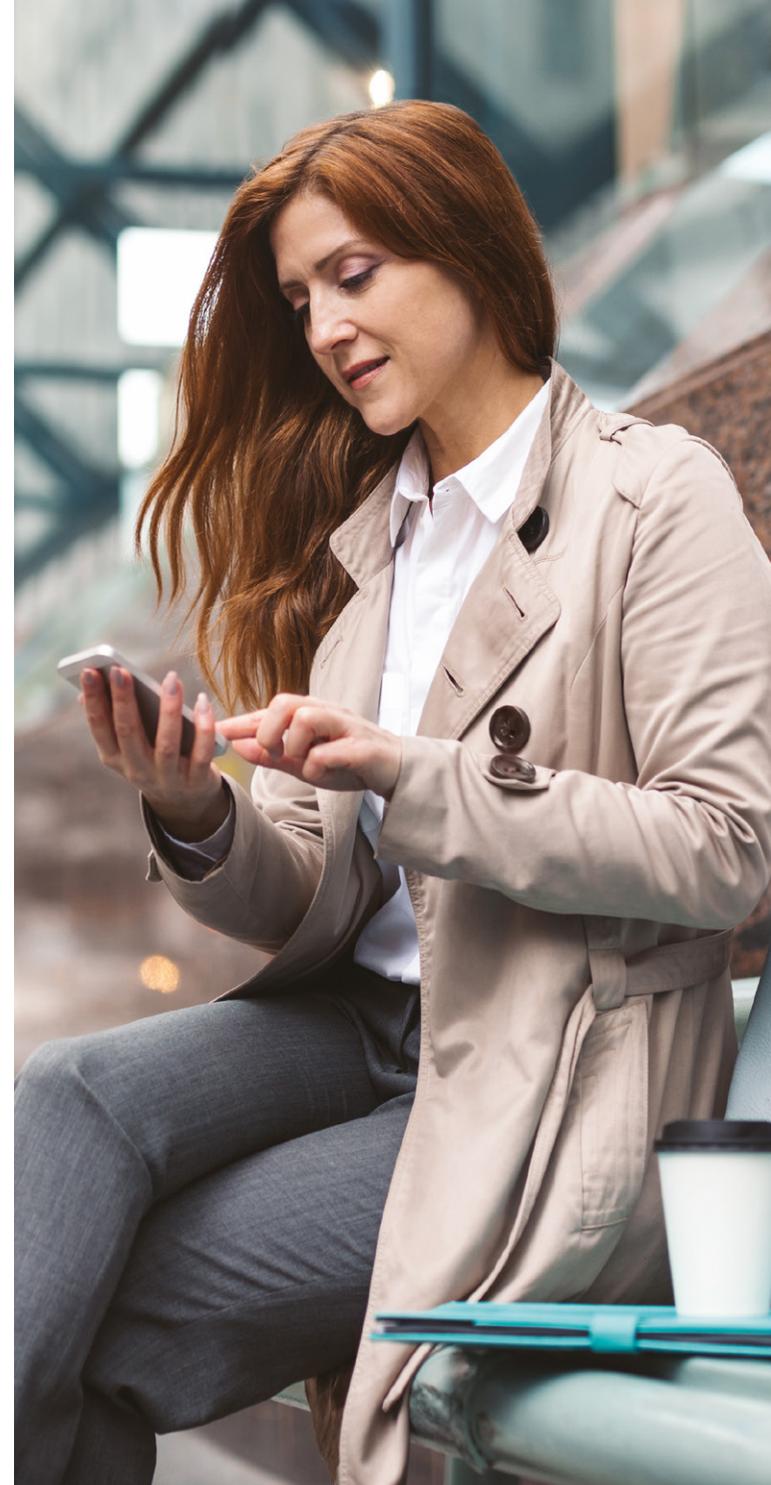
As a PAYE worker you may qualify for paid leave (e.g. Statutory Maternity, Adoption or Paternity Pay) if you take time off to have a baby or adopt a child. You should contact the Hays Payroll Helpline for further details on 020 3727 2977.

Hays will assess your eligibility against the government guidelines; you will be required to submit a copy of your MATB1 / SC3 / SC4 form to:

**Hays Payroll
Hays House
40-44 Coombe Road
New Malden
Surrey KT3 4QF**

Or by emailing your consultant.

You are entitled to receive payment for any appointments that you need to attend relating to your pregnancy regardless of whether you qualify for Statutory Maternity Pay. Please contact your consultant for more information.





GENERAL INFORMATION FOR ALL TEMPORARY WORKERS

Dress code and personal appearance

You should at all times during your assignment maintain an appearance that conveys a professional image. We recommend you consult and adhere to the client's dress code policy.

Some of our clients require candidates to have Personal Protective Equipment (PPE) in order to carry out the assignment safely. Where this is the case your consultant will advise you. Hays do not provide PPE.

Maximum weekly working hours

The Working Time Regulations 1998 provide that a worker shall not work in excess of the working week (average of 48 hrs) unless agreed in writing that this limit should not apply. If you have signed a copy of the Hays Terms of Assignment you have automatically opted out of the Regulations. If you do not wish to consent to working more than the 48 maximum working week or having signed the Terms you later decide that you do not want to work in excess of 48 hours per week, you should inform your consultant so that an amendment can be made.

Health and safety

As a temporary worker your health and safety is protected by law and Hays has a duty to make sure you are aware of your responsibilities and that you have all the information you need to complete your assignment safely. Our clients are responsible for making sure that the workplace is a safe working environment for you so please ensure you observe and comply with their policies and procedures when you start an assignment. If you have a medical condition that may prevent you from working safely, require reasonable adjustments to be made in the workplace or you have an accident at work then please notify your line manager and your consultant immediately.

Be aware that many of Hays' clients operate drugs and alcohol testing (random and for cause) as part of their Health & Safety Policy. Should you have any questions regarding this, speak with your Hays consultant or line manager where you are working.

Privacy and Data Protection

Hays is registered as a data controller in the United Kingdom for the purposes of the General Data Protection Regulation. We ensure that the data you supply to us is processed fairly and lawfully, and with skill and care and used only for the purposes set out in our privacy policy. You can access a copy of our Privacy Policy here:

If you wish to update your marketing preferences then please log into your Hays account or marketing preference portal.

If you wish to access, take back or amend the data we hold on you please write to:

Hays Specialist Recruitment
Ebury Gate
23 Lower Belgrave Street
London SW1W 0NT

Or email datadisclosure@hays.com

Equality, diversity and inclusion

Hays is committed to equal opportunities through the application of employment policies that value diversity and we ensure that our candidates receive treatment that is fair, equitable and consistent with their skills and abilities.

Diversity monitoring is the collection and monitoring of information around our candidate's personal characteristics. The process enables us to produce a demographic profile of the candidates we register so that we can be confident that we are supporting our clients in presenting job opportunities to the widest possible pool of potentially suitable candidates.

As part of your Hays registration you may have been asked to complete a diversity monitoring form on a voluntary basis. The data returned will have populated secure and restricted fields in our candidate management system and will not have been made available to consultants and therefore will have had no bearing on the recruitment and selection process.

Social media and instant messaging apps

An increasing number of employers are using social media and internet searches to screen candidates before making recruitment decisions. Social media provides a window into your life that will not be available in a face-to-face interview. It can strongly influence the decision to interview or hire you. We recommend you check your security settings and lock down social media accounts except for those you are using in a professional capacity and only post comments and pictures that you wouldn't mind a potential employer seeing.

Our clients have very strict policies in place for the use of social media (that being any online public medium that allows two-way conversation between Hays employees, our clients, our client's employees and you). You should observe the client's policies to ensure that you do not breach them.

Raising concerns at work

Problems, or concerns about working conditions, or people who we work with, can happen at any time and we recognise that this can be a distressing time. It's important that you contact your consultant immediately as we find that issues can often be resolved quickly and informally.

Service feedback and questions

We are committed to providing excellent service to all of our customers. If you have any questions about our service or for any reason you are not entirely satisfied with the service you have received from Hays then we would like you to let us know.

If you cannot resolve a complaint directly with your consultant you may call Hays Customer Service Team on 020 7259 8794 and they will assist you.

A copy of our complaints procedure can be located here or ask your consultant for a copy.