

Guide to Temporary Work

We understand that undertaking temporary work can be a daunting process, especially if you have never temped before, so we have created this guide which should answer some of your questions. If there are any questions you can't find the answer to here, then please do not hesitate to contact a member of the temporaries team

TIMESHEET GUIDELINES

Timesheets can be obtained either in person or we can arrange for them to be faxed or emailed to you. A blank timesheet is available on our website for download. Please ensure you have a timesheet on the first day of your assignment as you will need to complete your hours on a daily basis.

COMPLETING A TIMESHEET

- Payment can only be received in 15 minute intervals so ***you must complete your timesheets with hours to the nearest 15 minutes.***
- You will not be paid for your lunch break so you must ***ensure that you deduct your lunch from the total hours worked.***
- Please ensure all sections of the timesheet are completed accurately ***including the name of the company your assignment is with, your name and your line manager's name.***
- You will then need to ask your line manager to sign your completed timesheet before you submit it to us. ***Unauthorised timesheets will be rejected.***

DEADLINES FOR SUBMISSION

All timesheets must be received by us by midday Monday of the following week you have worked. It is your responsibility to ensure that your timesheet has been received by the department for processing. Any timesheet received after 12pm on Monday will not be processed until the following week, this is without exception.

METHODS OF SUBMISSION

You can submit your timesheet either by person or:

Fax: 01895 274 104
Email: timesheets@uxbridge-employment.co.uk

HOLIDAY

At Uxbridge Employment Agency the holiday year runs from 1st October to 30th September. Any holiday entitlement not taken by 30th September each year will be lost and from 1st October your fund will return to zero.

YOUR HOLIDAY ENTITLEMENT

For each week of leave accrued, workers are entitled to one week's pay. As per ACAS Guidelines regarding holiday for temporary workers with no normal working hours a weeks pay is calculated on your previous 12 weeks average pay rate and hours worked. Any week for which no pay was due will be replaced by the last previous week for which pay was due.

Please note that holiday can only be paid in lieu of time off and cannot be requested if no time off has been taken.

DRAWING MONEY FROM YOUR HOLIDAY FUND

When you are in an assignment for Uxbridge Employment Agency you will need to complete a Holiday Request Form whenever you wish to take time off from your assignment and this will have to be authorised by your Line Manager. If your assignment ends and no further work is available immediately, you can request to draw money from your holiday fund by also completing a Holiday Request Form. Holiday Request Forms must be submitted in line with the timesheet deadlines to allow for timely payment.

BANK HOLIDAYS

If you require a days holiday to cover Bank Holidays please complete a standard Holiday Request Form for the required dates as many temps work on Bank Holidays so it will be presumed you do not require payment unless we are notified accordingly.

CODE OF CONDUCT—We have created a code of conduct to assist you in understanding what we expect from our temps whilst you are in assignments.

Hours of Work - Prior to accepting an assignment you will endeavour to ensure there are no external issues that will affect your ability to fulfil all hours that are requested by the client and issued to you in your Confirmation of Booking. If during your assignment an unforeseen event arises and you need to take some time off, please let us know at the earliest opportunity so that cover can be arranged if necessary.

Sickness - If for any reason you are unable to attend work due to sickness you must inform us at the earliest possible time and certainly no later than 8.30am of your expected starting day (office hours are 8am to 6pm). If you are going to be absent for more than one day, you must call daily to update us no later than 4pm at the end of each day with your situation and expected return to work date.

Lateness - Prompt timekeeping is important and should there be any circumstance in which you find you are going to be late, please ensure you let us know at the earliest opportunity so that we can inform our client.

Notice Periods - Notice periods are dependent on assignment and will be stated in your Confirmation of Booking if applicable.

Dress Code - You will at all times be dressed appropriately in business ware unless otherwise informed by your line manager.

Mobile Phones - Mobiles should be set to 'silent' mode. Use of mobiles for texting, reading of texts or using for in/outbound calls is not permitted outside of your break & lunch times. If you do require use of your mobile for personal reasons please first seek permission from a Team Leader or your Line Manager.

Reading Material - Non-work related material should only be looked at during your break and lunch times.

Internet Usage - Unless required for business use the Internet is not to be used during your shift. If you require personal access during your breaks, lunch or after finishing your shift you must first seek permission from a Team Leader or your Line Manager.

Email / Personal calls - Staff should adopt a mature common-sense approach and apply the same rules as personal phone calls, i.e. occasional, essential use only.

Additional - You will at all times adhere to the company policies on site at your assignment and take direction from your line manager regarding these company standards. Any issue that may arise on site at your assignment is to be immediately reported to the Temporaries Team at Uxbridge Employment Agency so that it may be dealt with promptly to ensure that all parties are satisfied with the resolution.