

A BIG Welcome to Resource Staffing!

If you cannot find the answer you are looking for amongst the below, then please contact your consultant/local branch, where we will be more than happy to assist you.

v General

- **When registering my details with Resource Staffing what identification will I need to bring with me?**

Legally, we would need to see the **original copies** of your passport, European ID card or long birth certificate (which should contain one or both parent's names on it). If bringing in a birth certificate it must be accompanied with a formal document containing your National Insurance (NI) number e.g. P45, P60, Inland Revenue letter or Job Centre letter. We need these details to evidence your eligibility to work in the UK.

- **Do I need to pay in order to register my details with Resource Staffing?**
Resource staffing will not, under any circumstances, charge you for registration.
- **What process do I follow if I have a problem during the course of my placement or if I want to make a complaint?**

Contact your consultant as soon as you feel like you have an issue you wish to discuss, ensuring that you have all the facts and information required. Your consultant may be required to speak with the hirer also. If this is the case, they will come back to you in a timely manner.

If your issue is to do with the service that you receive from Resource Staffing, then you should raise the concern with the senior consultant or branch manager. They will investigate the complaint thoroughly and notify you of the outcome. If you are unhappy with the outcome, you can formally write to the Director (at the Head Office), who will review your complaint and investigate further, before submitting their findings in writing within 10 days of the complaint being received.

- **What if I have to use my own car for work purposes?**
If you have to use your own car for business use, you will need to contact your insurance company to ensure that they will cover you for work purposes. You will need to speak with your consultant regarding mileage and how to claim expenses. You cannot claim mileage when travelling to and from home to your place of work.
- **What happens if I am sick and unable to attend work?**
You must contact your consultant no later than 1 hour before the start of your shift. You must do this for each day that you are sick.
- **Will I need to attend a manual handling training course?**
This is highly dependent on the type of role that you will be undertaking. Resource Staffing will ensure that appropriate training is provided depending on the type of work that you will be doing.

- **What process should I follow if I have an accident at work?**

If you are injured in an accident whilst at work, you have to report it to the appropriate person at the hirer company immediately and ensure that the accident and injury sustained is fully detailed in the hirer's accident log book. You should notify your consultant at Resource Staffing as soon as possible and also inform them if you are off work/or likely to be off work, for more than 3 days due to the injury sustained.

- **Are there any guidelines I should follow regarding the use of visual display units (VDU)?**

Hirers have a duty of care to ensure that all workstations are suitably designed for the individual worker. You should not work for long periods of time in front of a VDU without taking regular breaks.

v Timesheets and Payments

- **Whose responsibility is it to submit a timesheet?**

It is your own responsibility to ensure that your timesheet is signed by your line manager / hirer and submitted to Resource Staffing by 10.00am on a Monday at the very latest. Payment is then made on a Friday (a week in arrears). Although we try our very best to ensure your payment is received by 9.00am, it may not clear until the close of pay.

- **How are payslips received?**

Electronically by email. If you do not have an email address set up, then we can accept an alternative email address of your choice. This can be an email address belonging to either a family member or friend. If you wish, we can even arrange for your payslip to be emailed to the branch for you to collect.

- **Am I able to access previous payslips?**

A link to previous payslips can be found on the Resource Staffing website.

- **What about P45's and P60's?**

A P60 will automatically be emailed to the email address that we hold for you, if you have worked during the last week of the tax year. If you do not receive a P60 from us, but require confirmation of your payment history, then please contact the office on **01633 749909**.

- **Who do I contact regarding sick pay, maternity pay, paternity pay, parental, family and adoption leave?**

Please contact us on **01633 749909**.

v Annual Leave

- **Who qualifies for holiday pay and how is it received?**

All workers paid through PAYE are entitled to holiday pay. Temporary workers/contractors who are paid through a payroll provider will also qualify, but would need to request their holidays from their provider. Limited company contractors are not eligible. Holiday pay is accrued and is based only on the hours that you work. This does not include overtime or shift premiums.

- **What is my annual entitlement?**

You are entitled to a maximum of 28 days, which is inclusive of bank holidays. This may increase depending on the Agency Worker Regulations post 12 weeks. For clarification on this please contact your consultant at Resource Staffing. You can only take a maximum of 5 days in a payment week.

- **When can I take my annual leave?**

The holiday year starts on the 1st January and ends on 31st December. All leave must be taken during this year and any unpaid leave will be lost. The hirer will need to authorise your period of requested leave, so seek the approval of your line manager before requesting the holidays from your consultant at Resource Staffing. If your holidays have been authorised by your line manager, your consultant will be able to process them. Your consultant will also be able to inform you of how many holiday days you have remaining. Half days can also be taken.

- **How much notice am I expected to give before taking annual leave?**

You must give at least twice the number of days required as a notice period, so for example, if you looking to take off 5 days as annual leave, then you must inform your line manager and consultant at Resource Staffing at least 10 working days beforehand.

- **Can my request for annual leave be declined?**

Yes, in line with current legislation, and at Resource Staffing's discretion, your annual leave request can be declined/refused/rejected. This will generally be in cases where the leave would cause a detrimental effect on the business or when one or more workers have already requested the time off.

- **Am I able to work and claim holidays at the same time?**

You are not permitted to work on any assignments through Resource Staffing and receive payment for holidays at the same time. Under the Working Time Regulations (WTR) all workers need to take appropriate rest periods throughout the working year. Additionally, you can only be paid for the leave that you take. There are no cash alternatives for not taking appropriate leave.

- **What will happen to my holidays when I cease working for Resource Staffing?**

Upon the termination of your assignment, any holidays withstanding will be paid out to you on request.