



AGENCY WORKER GUIDELINES

Time Records

You will be paid on a weekly basis for hours worked, one week in arrears. You will be informed if you are required to complete a timesheet, clock card, swipe card or a signing in procedure on commencement of your assignment. You must take responsibility for ensuring the required procedures are followed to ensure your pay is accurate and on time. Deadlines for submitting a timesheet is Monday morning at 10am.

Absence Reporting

If you are absent, it must be reported to your Branch contact at least one hour before your start time. If you are working a night shift a minimum of 4 hours' notice applies. These deadlines are minimum standards and, in every case, you must supply as much notice as possible. You must report absence by telephone call to the branch. Emails, text messages or social media communication is not acceptable and will be treated as misconduct.

Payment of Salary

All weekly payments are paid on the Friday of each week.

In order to receive your wage slip you must supply an email address. A charge may be applied to supply duplicate wage slips in the event the original copy is lost. Sure Start Staff will only accept bank account details in the worker's name. We cannot pay wages into another person's bank on your behalf.

Holidays

You are entitled to a minimum of 28 days* (If you wish to have a bank holiday as paid, you MUST book it off as a holiday). To book a holiday you must supply a completed holiday request form to your Sure Start Staff consultant before any holiday is authorised. It is your responsibility to ensure the branch has obtained your form within the required notice period. You shall give at least 1 weeks' notice of any proposed holiday dates and these must be agreed by your Sure Start Staff contact and, in accordance with Sure Start Staff's client, in

writing in advance. We may require you to take holiday on specific days as notified to you. We do not allow you to take holidays in respect of sickness. Sure Start Staff's holiday year runs from 1st April until 31st March. You must accrue the holiday entitlement before you take the holiday. Accrual is set at a minimum of 28 days if you work full time for a full 12 months.

Accrual is calculated using Working Time Directive Guidelines. The amount of payment which you will receive in respect of periods of annual leave will be calculated in accordance with and paid in proportion to the number of hours which you have worked on assignment. Payments for annual leave will be calculated on the basis of rates paid for hours worked during the relevant calculation period as defined by Section 224 of the Employment Right Act 1996.

All holidays must be taken in the holiday year in which they are accrued and cannot be carried over or money paid in lieu of any untaken hours (due to Working Time Regulations). It is the worker's responsibility to ensure accrual is requested and taken before the end of the holiday leave year. Sure Start Staff cannot make any exceptions to this policy.

*Some of Sure Start Staff's clients require workers to work on bank holidays. Sure Start Staff therefore reserves the right to ask you to work on any given bank holiday but this will not affect your statutory annual leave which accrues in accordance with this policy.

Clothing and Equipment

Wherever protective clothing is essential for a role, it will be provided by Sure Start Staff. While this equipment remains property of Sure Start Staff it is your responsibility to maintain it, keep it clean and retain conditions whilst in your possession. Failure to return any clothing, boots, equipment etc immediately on completion of your contract will result in a charge payable by you.