



EMPLOYEE HANDBOOK

WELCOME

We would like to wish you a very warm welcome to your Umbrella payroll company, and to congratulate you on your choice of service provider.

This handbook will provide you with important information on how you can maximise the use of your employment status and we recommend that you to read this now and keep it on hand for future reference.

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1. YOUR EMPLOYMENT STATUS

You are employed by our Umbrella Company as a flexible employee. This means that you are going to be engaged on a number of successive contracts at differing locations during the course of your employment with us.

You are entitled to all the employment benefits enjoyed by permanent employees, and in addition you may claim tax relief on business-related expenses.

For further information covering contractual issues, please refer to your Contract of Employment.

2. AGENCY WORKERS REGULATIONS

AGENCY WORKERS REGULATIONS (AWR) IN EFFECT FROM THE 1ST OF OCTOBER 2011. The main purpose of AWR is to ensure the appropriate protection of temporary agency workers, such as yourself, through the application of the principle of equal treatment and to address unnecessary restrictions and prohibitions on the use of agency work. They will give agency workers the right to the same basic employment and working conditions as if they had been recruited directly by the hirer.

If at any time you believe you are not being afforded equal treatment under the AWR then you must immediately contact us so that we can investigate and if possible rectify the situation.

3. WORKPLACE PENSIONS

Under workplace pensions law, we are required to enroll you into a workplace pension scheme if you are an “Eligible Jobholder”, which is anyone:

- Employed by a company which is registered with the Pensions Regulator for auto-enrolment.
- Aged at least 22 but under the State Pension age.
- Working or ordinarily working in the UK.
- Earning more than £10,000 per annum.

If you do **not** fall into the above categories and would still like to contribute to your pension fund then please contact us and we will discuss the matter with you.

We have chosen NEST as our workplace pension scheme to meet our employer duties and help you put money aside for your retirement.

NEST is a straightforward pension scheme that gives you one retirement pot for life.

You get contributions into your retirement pot from us and extra money from the government through basic rate tax relief, as long as you are making contributions too.

If we do not have your National Insurance number, NEST may not be able to claim basic rate tax relief on your behalf, so please make sure you informed us of your NI number, so that you do not miss out on any extra money.

Basic rate tax relief is 20 per cent. This means that for every £1 of your contribution you could get 20p paid by the government. This means you would only pay 80p in every pound.

Your enrolment date will be the date your employment commenced. If you want to stay in the scheme you do not have to do anything.

4. CLAIMING YOUR EXPENSES

Our [Guides to Expenses](#) (mileage and business) cover in detail our expense policy, the type of expense that you may claim, how to go about claiming them and finally how you can benefit from immediate tax relief on workplace to workplace mileage.

Expense claims can be submitted via your secure web portal as often as you wish. Work related expenses, other than workplace to workplace mileage, may be claimed via your self-assessment tax return or a P87 at the end of the tax year. A P87 form is the document you use to use to claim tax relief for your work expenses.

You must obtain and keep receipts for all expenses incurred, as these will be required should you wish to claim tax relief via your self-assessment or on a P87 or you are selected for audit by the i4 Customer Services team.

5. YOUR SECURE WEB PORTAL AND SMARTPHONE APP

You may log in to your secure web portal at any time of the day, from anywhere in the world, to view your payroll information, and to view and manage your contracts, invoices and expenses. You can also download various forms and contact us on a secure basis.

To access your account, you will require the User ID and password which have been sent to you separately. If you have misplaced either of these access codes, please contact Customer Services who will be able to replace them.

Visit our main web site at www.i4services.uk/connect/ to view the options we provide regarding smartphone apps and web logins.

6. AUTOMATED PAYMENT QUERIES VIA SMS TEXT

To receive an automated SMS text reply to your mobile phone regarding the status of your payments, simply text "MYPAY" to **0117 325 6900**. Providing we know your mobile phone number, you will receive a reply within a few seconds telling you the date and amount of your previous payment, and the details of any payment that is pending or has been made today.

7. CHANGING YOUR RECRUITMENT AGENCY

You retain your employment with us no matter how many recruitment agencies you work through over a period of time.

When you change agency, just write or email us with the new agency information and we will contact them and advise them of your employment status. You can also notify us of your new agency details using your secure web portal.

The agency information you must supply to us is as follows:

- Full name of the agency
- Address and post code
- Phone number (and if possible their fax number)
- The name of your consultant at this agency
- The date on which your new assignment with them will commence
- The date on which the assignment will end
- Your pay rates with this agency
- Whether you will continue with your current agency as well

8. CHANGES TO YOUR PERSONAL INFORMATION

If any of your personal or bank account information changes, then please advise us – in writing or by email – as soon as possible. You can check the current information via your secure web portal.

9. REFERENCES

We are able to supply employment references on your request. If you have any requirement for this, please contact Customer Services.

There is no charge to you for these references.

10. DISCIPLINARY PROCEDURE

Based on the ACAS Guide on discipline and grievance at work 2009, this procedure sets out the action which will be taken when disciplinary rules are breached. The Company reserve the right to depart from this procedure at it's discretion, and/or to change it from time to time.

The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated.

At every stage the employee will be informed in writing of what is alleged, and have the opportunity to state their case at a disciplinary meeting and be represented or accompanied, if they wish, by a trade union representative or a work colleague. An employee has the right to appeal against any disciplinary penalty.

First Warning

If conduct or performance is unsatisfactory, the employee will be given a written warning or performance note. Such warnings will be recorded, but disregarded after 6 months of satisfactory service. The employee will also be informed that a final written warning may be considered if there is no sustained satisfactory improvement or change. (Where the first offence is sufficiently serious, for example because it is having, or is likely to have, a serious harmful effect on the Company, it may be justifiable to move directly to a final written warning.)

Final Warning

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar kind occurs, a final written warning will be given which will include the reason for the warning and a note that if no improvement results within 1 month, disciplinary action will be taken.

Disciplinary Action

If the conduct or performance has failed to improve, the employee may suffer demotion, disciplinary transfer, loss of seniority or dismissal.

Gross misconduct

If, after investigation, it is confirmed that an employee has committed an offence of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice:

- theft, damage to property, fraud, incapacity for work due to being under the influence of alcohol or illegal drugs, physical violence, bullying and gross insubordination.

While the alleged gross misconduct is being investigated, the employee may be suspended, during which time he or she will be paid their normal pay rate. Any decision to dismiss will be taken by the employer only after full investigation.

Appeals

An employee who wishes to appeal against any disciplinary decision must do so to a director of the Company within five working days. The directors will hear the appeal and decide the case as impartially as possible.

11. GRIEVANCE PROCEDURE

Based on the ACAS Guide on discipline and grievance at work 2009, this procedure sets out the manner in which employee grievances and complaints may be addressed. The Company reserves the right to depart from this procedure at it's discretion, and/or to change it from time to time.

Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your on-site manager. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your agency consultant and to the directors of the Company. You should stick to the facts and avoid language that is insulting or abusive.

Grievance hearing

The Company will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the Company will give you a decision in writing, normally within 24 hours.

Appeal

If you are unhappy with the Company's decision and you wish to appeal you should let the directors know.

You will be invited to an appeal meeting, normally within five days. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the directors will give you a decision, normally within 24 hours.

12. CONTACTING US

NEW BUSINESS TEAM	 020 3603 1290  020 3137 1490  hello@i4services.uk	For all queries relating to the service we provide, your application and referrals
CUSTOMER SERVICES	 0800 084 3058  020 3157 1490  help@i4services.uk	For all queries relating to your contracts, timesheets, invoices and payroll
WEB SITE	 www.i4services.uk	
MOBILE APP	 www.i4services.uk/app	

Our offices are open from 9:00 to 17:00 (GMT) each working day excepting for UK bank holidays. If you wish to contact us outside of these hours, then please leave a voice message and we will call you back.

i4 Services Limited

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