



PLATINUM  
PERSONNEL SOLUTIONS UK LTD

RECRUITMENT IS IN OUR DNA®

# Employee's Handbook for both temporary and permanent employment.

*A full guide to working as  
a valuable agency worker  
for Platinum Personnel  
Solutions UK*



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## Welcome to Platinum Personnel Solutions (UK) Ltd.

Welcome to your guide to working for 'Platinum Personnel' as an agency staff member.

Please take time to read this brief guide; we hope that it will provide you with all the information you need to make your assignment run as smoothly as possible.

Please note that the information included in this guide is applicable for most bookings. Sometimes, however, when in booking with certain companies, the procedures may be slightly different. If this is the case, your consultant will inform you.

If you have any further questions then please do not hesitate to contact our office on 01728 833880 and ask to speak to your consultant.

Platinum Personnel is open from 8.00 am to 5.00 pm Monday to Friday. Our out of hours number is **07795167169**—this is only to be used for emergencies.

Thank you for choosing to work with us via Platinum Personnel Solutions (UK) Ltd.



## Working for Platinum Personnel Solutions (UK) Ltd.

### Commitments

Here at Platinum Personnel Solutions (UK) we aim to offer our employee's the best possible working environment when working for our clients. We thrive to ensure honesty, reliability, trust and happiness are the must given factors to our employee's.

In addition:

- Expert advice and guidance
- Assignments that match your skills and experience and are helping you to achieve your career goal.

### Your Contract

Your terms of employment are given to you at immediately after the start of your first assignment. Details of your assignment will also be given/sent to yourself.

### Agency Worker Regulations (AWR)

From the day you start work, you have the same rights as your permanent colleagues to use any shared facilities and services provided by your employer, e.g:

- A canteen or food and drink machines
- A workplace crèche or mother and baby room
- Car parking or transport services, e.g. local pick-up service, transport between sites

You are also entitled to be informed of any suitable internal vacancies and have access to the company intranet.

After 12 weeks in the same job, you qualify for the same rights as someone employed directly. This is known as 'equal treatment'.

### Your rights include:

- 'Equal pay' - the same pay as a permanent colleague doing the same job
- Automatic pension enrollment after three months of employment with PPS (UK) Ltd.
- Paid annual leave equal to a permanent colleague doing the same job (see page 8 for further information on holiday pay)

We will keep track of the duration of your assignment and keep you notified of any changes to your contract. We start counting your 12 week qualifying period from your first day at work.

### Your 12 weeks will pause if:

- You take a break of 6 weeks or less
- You're on leave due to sickness or injury for up to 28 weeks
- You take annual leave you're entitled to
- The workplace closes, e.g. for Christmas or industrial action
- You're on jury service for up to 28 weeks

## Working for Platinum Personnel Solutions (UK) Ltd.

### **Your 12 weeks will start again if you:**

- Get a new job at a different workplace
- Have a break of more than 6 weeks between jobs at the same workplace
- Stay at your workplace but take a new role that's 'substantively different'
- A substantively different role is one that's completely new, different work.

### **Your 12 week qualifying period will continue through time off you have for:**

- Pregnancy and up to 26 weeks after childbirth
- Adoption leave
- Paternity leave

### **Minimum Wage**

You must be at least school leaving age to be paid the National Minimum Wage and 25 to be paid the National Living Wage - the minimum wage still applies for workers aged 24 and under.

## Your Assignments

### Staying in Touch

It is important that you stay in touch with your consultant at PPS (UK) to let them know your availability. We aim to find you a range of interesting and diverse placements and we are constantly working on your behalf to achieve this. We need to be able to contact you easily with new assignments, especially urgent ones, so please keep us up to date with any new contact details.

We need to know holiday dates or any dates you will be unavailable. If you no longer need our assistance then please inform us immediately so we stop looking for work for you.

### About Your Assignments

You will be offered assignments based on your availability as well as your experience and skills that were discussed with your consultant at registration stage. Usually, you will know about assignments a day or two in advance. However, some opportunities may start immediately, as they may be covering a member of staff who is unexpectedly off work. If you are looking for permanent work in the long term, we often have temporary to permanent vacancies available as well.

When you accept an assignment, we will send you all relevant information via email so you are fully prepared. This should cover address, start date and time, hourly pay rate, who you are reporting to, hours of work, duration of assignment, dress code and health and safety. Everything else is covered in your contract.

You are expected to complete all assignments you accept. If you are unable to report to work or complete an assignment for any reason, illness, emergency, etc., please notify us immediately, not the client, in order for us to obtain a replacement.

Please remember that when you are working in one of our client companies, you are employed by us and representing Platinum Personnel Solutions (UK) Ltd.

In the interest of your safety, at registration stage we will ask you to provide us with an emergency contact name and number. This will be known as your next of kin.

## Your Assignments

### We ask that you:

- Arrive on time each day and after any set breaks
- Wear appropriate clothing and present yourself professionally—your consultant will let you know the dress code before your assignment begins
- Do not discuss your pay with any other temporary or permanent members of staff within the company
- Treat all managers and colleagues with respect

If you desire a permanent position, or are offered one while on assignment, please inform us. Please let us know immediately if you have any issues within your placement. We are here to help you and make sure that you are happy in your role.

All information that you come across during your assignment must be kept extremely confidential.

### Health and Safety

Every organisation you work in will have its own Health and Safety policy. It is your responsibility to familiarise yourself with this policy and comply with it at all times. This is in your own interest as well as in the interest of your fellow workers.

If you have an accident at work, you must inform both the organisation you are working for and your consultant as soon as possible. If you have any concerns about health and safety or issues during an assignment, you should notify your consultant and the manager of your department.

If your work is predominantly computer based, it is very important that you take necessary steps to avoid injury.

If you are heavy lifting in any way, you must inform your consultant immediately. If your duties change during the duration of the assignment then please let us know.

## Pay and Procedures

### Time-sheets

The deadline for time-sheets is Friday at 6pm, or Monday at 10am if you work over the weekend.

Please scan or email these to:

***platinumpersonnel@btconnect.com***

**Alternatively you can enter hours worked via our 'Employee Portal' on our website:**

***www.platinumpersonnelsolutions.com/employee-portal***

If your line manager is not there to sign your time-sheet off, please ensure you have at least one other member of staff available to do so, as back up.

**Important:** Every week, please ensure the time-sheet has **all** of the following and is correct before being signed and sent to us:

- Start time
- Finish time
- Duration of break
- Total hours for the day deducting break time
- Total hours for the week

**You are paid every Friday, a week in arrears, directly into your bank account.**

### Important points to remember;

- All hours must be to the nearest 15 minutes – we cannot pay 5 or 10 minutes so please round up or down. Speak with your line manager if you are unsure how to claim hours.
- If you are having any timesheet issues – i.e. no manager to sign or fax machine is not working -please let us know immediately.
- Other temps, even if senior to you, should not be signing timesheets unless authorised to do so, which we need in writing from the line manager.
- Please check all details before signing and sending your timesheets, this will minimise issues on our side. Any falsification of hours will be treated very seriously.

### Holiday Pay

Holiday must be signed off by your line manager / HR within the place of work or your assignment.

Once this approved, a holiday form (available on our 'Employee Portal') must be filled in and sent to us. You will be paid for your holiday if you have enough accrued; please call or email your consultant if you are unsure of how much holiday you have.

**ALL HOLIDAY REQUESTS MUST BE MADE WITH ONE WEEK'S NOTICE AT A MINIMUM.**

**BANK HOLIDAYS WILL NOT BE AUTOMATICALLY PAID AND WILL NEED REQUESTED TO BE PAID.**

The holiday year runs from January to December and is pro-rotta depending on start date. You are entitled to 20 days holiday plus 8 bank holidays, unless you are told differently.

### Sickness

If you are unwell and unable to make it into work, you **MUST** contact **Platinum Personnel Solutions and your assigned place of work immediately with as much possible notice.**

In the first instance, ***we do not accept emails or text messages as suitable ways of informing us of an absence.*** Office hours are 08:00am until 17:00pm Monday to Friday. Our emergency out of hours number is 07795167169.

You may also have a process to follow within the company you are working for, please ask your line manager if you are unsure.



## Pay and Procedures

### Hours

Your role will usually have set hours. A standard, full time working week is usually at least 37.5 hours, so please bear in mind that you should not be doing any less than this unless otherwise agreed with your manager OR consultant.

If you are unsure of your contracted hours or have any questions then please contact your consultant or line manager to discuss.

You are only paid for the hours you actually work on assignment. The pay rate is determined before you begin the assignment and can vary from one assignment to the next. If you work overtime, please ensure your line manager confirms if this is paid at a different rate and let us know the new rate if not.

### Tax and National Insurance

For any tax queries, you must contact the tax office directly as we are unable to deal with this on your behalf due to data protection.

**Telephone:** 0300 200 3300

**Address:** Pay As You Earn and Self Assessment, HM Revenue and Customs, BX9 1AS ,United Kingdom

When starting with us, you must hand in your P45 or fill in a P46 to ensure you are on the correct tax code.

### Grievances

If you have a dispute with PPS (UK) Ltd or a manager/colleague you are working with, please notify us immediately so we can deal with the situation. If you find the environment difficult to work in, or if you feel you are being subject to discrimination or unfair treatment, then we need to know.

We do not condone this behaviour and will do our utmost to ensure you are treated correctly.

### Unsatisfactory Conduct

If your behaviour or attitude gives us cause for concern, this may result in a termination of your temporary contract. The procedure followed will depend on the severity of the misconduct.

Please see your contract for further information.

## Platinum Personnel Solutions (UK) Benefits

### Refer a friend scheme

Platinum Personnel Solutions UK Ltd are happy to offer a refer a friend scheme to current employee's only.

Our conditions for this scheme are simple.

You refer a friend and if we manage to place your friend once they have completed 21 full working shifts you'll be paid a bonus sum of £50.00 to your weekly wage.

\*An example of what we consider a 'full working shift' is:

'We offer your friend a 4 hour shift - your friend attends the shift and completes the full 4 hours'

This would be consider 1 full working shift therefore after they consider another 20 you'll receive your bonus.\*

Note: only the employee who makes the referral will receive a bonus\*\*

### Statutory Sick Pay

You can claim Statutory Sick Pay if you are sick and off work for 4 or more days; this can be claimed for up to 28 weeks. You must earn at least £112 per week , before tax, to be eligible and you must also ensure you follow the sickness procedure we have in place and keep us informed of your progress. If you are sick for more than 7 days, you will need to provide a sick note from your doctor.

### Statutory Maternity, Paternity and Adoption Leave

Provided you satisfy the appropriate conditions regarding earnings and periods of employment, you may also be entitled to statutory maternity, paternity or adoption pay. Please obtain the relevant claim form from your consultant to assess your suitability.

## Platinum Personnel Solutions (UK) Benefits

### **Antenatal Appointment Payment**

All employed women are entitled to paid time off in order to keep appointments for antenatal care. These must be made on the advice of a registered medical practitioner, registered midwife or registered health visitor. Antenatal care includes medical examinations.

Temporary employees are entitled to be paid at the usual hourly rate of their current booking for time taken off for these appointments.

You must provide a certificate from a registered practitioner, midwife or health visitor confirming you are pregnant, along with a document to confirm an appointment has been made.

## Feedback

### **Feedback and Evaluating Platinum Personnel Solutions (UK) Ltd.**

Platinum's aim is to provide our candidates with 100% customer service. To ensure we do this, we ask that you please let us know any ideas or suggestions you have. You can email these to [platinumpersonnel@btconnect.com](mailto:platinumpersonnel@btconnect.com) or call us on 01728 83380 at any time during office hours.

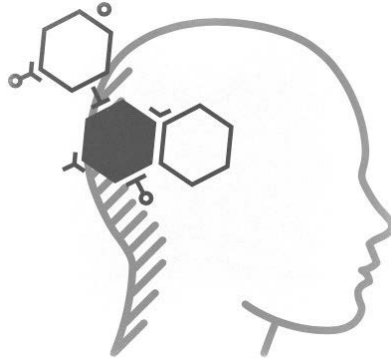
### **Temporary to Permanent Offers**

If you are offered a permanent role by a client whilst working in a temporary position through Platinum Personnel Solutions please notify us of this immediately. Please contact us with your permanent start date and salary with at least one week's notice.

### **Leaving Platinum Personnel Solutions (UK) Ltd.**

We ask you to give us at least 1 week's written notice before leaving an assignment through PPS. This notice does not apply if you are not currently working in a temporary assignment through us, however you will still need to let us know if you no longer need our assistance. We will then send out your P45 and any remaining holiday pay.

If you wish to rejoin us at Platinum Personnel Solutions at any time, please contact your consultant with an up to date CV and they will be happy to assist you.



**PLATINUM PERSONNEL SOLUTIONS UK LTD**  
**Recruitment is in our DNA©**

**Platinum Personnel Solutions (UK) LTD.**

Office 5, Leiston Enterprise Centre  
Eastlands Industrial Estate  
Leiston  
Suffolk  
IP16 4US

**Opening hours:**

08:00am - 17:00pm

Monday - Friday

(Not including Bank Holidays)

**Email:** [platinumpersonnel@btconnect.com](mailto:platinumpersonnel@btconnect.com)

**Accounts:** [accounts.platinumpersonnel@btconnect.com](mailto:accounts.platinumpersonnel@btconnect.com)

**Office/Accounts Tel:** 01728 833880

**Out of hours :** 07795167169 (Emergencies only)

**[www.platinumpersonnelsolutions.com](http://www.platinumpersonnelsolutions.com)**