

Temporary employee handbook 2026



Welcome to Reed

Thank you for choosing to work for Reed. You are joining a team that knows it is people who make the difference. Founded in 1960, Reed is now a leading provider of recruitment, training and HR services covering 20 recruitment specialisms.

Our consultants are experienced professionals and they are committed to providing you with a world-class service.

This Handbook is designed to give you the information you will need when employed by Reed. If you have any queries, at any time, please do not hesitate to ask your consultant.



James Reed, Chairman



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Working with Reed

Commitments

Reed is committed to ensuring that you make the most of your time as a Temporary Employee. You can expect to receive an excellent service from our consultants during your employment with Reed, including:

- Expert advice and support in locating the most suitable assignments
- An exceptional range of benefits
- Individual attention from your own Reed consultant
- Appropriate training to build your skills
- A personalised web page providing online services and support

<https://www.xms-portal.com/> is your dedicated website and one-stop shop whilst working for Reed. Visit it to update your details and manage your timesheets and payslips, as well as accessing an online version of this Handbook, and other relevant information about your employment. (NB. Some Temporary Employees may have access to alternative platforms provided by Reed, such as JoinedUp or X3, in which case references to XMS within this document should be substituted for the relevant platform as appropriate).

At <https://www.xms-portal.com/> you can:

- Access key information relevant to your assignment
- Complete timesheets online
- View your transaction and pay history
- Request paid holiday
- Submit a Starter Checklist
- Enter and update your bank details
- Explore Reed Discount Club and other benefits

You should check temporary jobs on reed.co.uk regularly to keep up to date with the latest developments.

Offering you more

Working for Reed gives you access to a comprehensive benefits package, including:

- 5.6 weeks annual leave (pro-rata if you do not work full-time). For someone on a full five-day per week assignment, this entitles them to 28 days' annual leave each year.
- Access to low cost healthcare insurance.
- Access to a comprehensive pensions package
- Savings through Reed Discount Club and special offers with many leading companies
- Sick pay
- Maternity, paternity, adoption and shared parental pay
- Parental leave
- Antenatal appointment payment
- Reimbursed Police Checks
- Eye test and relevant vouchers

Further information on how to take advantage of these benefits can be found later in this handbook.





Your contract

Your Terms and Conditions of employment will be supplied to you by your Reed consultant as part of the registration process and are available by visiting www.xms-portal.com and logging in to XMS®. Your employment begins on the commencement date of your first assignment.

Your Reed consultant will confirm with you the details of each assignment.

Automatic Enrolment Retirement Savings System Act 2024

In accordance with the above act, Reed is required to automatically enrol eligible workers between the ages of 23 and 60 into the national pension scheme "My Future Fund".

If you meet certain criteria, we will automatically enrol you and pension contributions will be processed through your payslip. Reed will be contributing to your pension too and you will be eligible for tax relief from the government. You will have the option to join the pension scheme earlier or opt-out once you have been auto-enrolled.

The Protection of Employees (Temporary Agency Work) Act 2012

The Protection of Employees (Temporary Agency Work) Act 2012 ("TAWA") is designed to provide temporary workers with equal treatment from their first day of work. This includes the right to basic pay, holiday entitlement and working conditions equivalent to a comparable client employee. It also includes the right to be informed of relevant vacancies within a client's organisation and access to collective facilities.

Diversity & equal opportunities

Reed operates comprehensive equal opportunities and inclusion policies and will consider candidates on the basis of the suitability of their skills and experience, irrespective of their sex, race, disability, religion or belief, sexual orientation, age, marital/civil partnership status, pregnancy/maternity or gender reassignment.

We believe in the benefits of a employing a diverse workforce, and matching people with opportunities, allowing all of our employees to reach their full potential in an environment characterised by dignity and mutual respect.

We are committed to building a workforce which is valued and whose diversity reflects the communities in which we operate, enabling us to deliver the best candidates and services.

The Organisation of Working Time Act 1994

These regulations stipulate that working time must not exceed 48 hours per week. However, this limit can be averaged over a period of weeks. Please let us know if:

- you intend to work more than 48 hours in any particular week, and/or
- you habitually wish to work more than 48 hours per week.

It is possible to exceed the 48-hour limit by agreement. Please obtain details from your Reed consultant.

Your assignments



Staying in touch

Reed aims to find you a regular supply of suitable, interesting and rewarding assignments and we are constantly working on your behalf to achieve this.

We will contact you with details of assignments for which we consider you have the relevant skills and experience. Unless your working environment makes it impractical, we need you to be contactable at all times during working hours for the purpose of managing your assignments.

Availability

You must keep us informed of your availability so that we can plan future assignments accordingly. It is expected that you will keep us informed of your availability on a weekly basis. You must also be easily contactable, because we need to be able to communicate details of assignments to you at short notice as well as any special arrangements, for example, timesheet submission deadlines around public holidays.

You must inform us of:

- Any dates that you will be unavailable for work, for example if you intend to take a short break or a holiday.
- Any changes in your requirements so that we can find you suitable assignments in the future.
- Any change in contact details such as your address, e-mail address or telephone number, by logging in to XMS® or by calling your Reed consultant.
- Any circumstances which may affect your ability to report for work or finish an assignment.
- If you are or plan to undertake secondary work.

About your assignments

Your Reed consultant will provide you with the information you require before each assignment commences. The briefing will cover the company name and address, the contact details of the person you should report to, experience and qualifications needed

for the role, start date, the hourly rate, any expenses payable and any health and safety issues the client has indicated.

When we take details of a new assignment from a client, we visit their premises wherever possible. This enables us to gain a greater understanding of the environment in which you will be working and ensures we have the information necessary regarding the assignment.

If at any time you find that the information we have given you is incorrect, or if anything changes, such as an alteration to the hours of work, please let us know immediately. This will assist us in improving our service to you and the client company.

During your assignments

Please make every effort to arrive in good time for the start of your assignment and leave all assignments at the agreed time. If, for any reason, you are unable to attend an assignment, you should contact your Reed consultant as soon as possible. You will be expected to complete each assignment and to follow these guidelines at all times.

Please conduct yourself in a professional manner at all times when working through Reed. In particular, we ask you to pay special attention to:

- Punctuality
- Standards of dress and courtesy
- Consideration and respect for clients, colleagues and supervisors
- Confidentiality and integrity

Professionalism

While on assignment, you are representing Reed, and we expect you to present yourself in a professional and business-like manner at all times. This includes punctuality, both at the beginning of your day, on your return from any breaks, and also leaving at the agreed time.

Reliability

If you need time off or are unable to complete an assignment through illness or another acceptable reason, please let your Reed consultant know well before you are due to start work so there is time for your place of work to plan around your absence. We will liaise with the client and arrange emergency cover if necessary. Please notify your Reed consultant when you are ready to return to work.

Hours of work

For each assignment, you will be advised of the hours of work involved. These will vary from assignment to assignment and if you wish to work full-time, you should normally be available for a 37.5 hour working week.

Similarly, the length of individual assignments will vary.

Overtime

On occasion, you may be asked to work overtime, as a high proportion of our work arises because clients have deadlines to meet. When overtime is required, your Reed consultant will advise you if your pay rate will differ from your hourly rate.

Rates of pay

Your hourly rate of pay will vary from assignment to assignment, although your minimum hourly rate of pay for an assignment will always be set at or above the National Minimum Wage.

You must meet travel and subsistence costs from your pay. If appropriate, you may seek to claim tax relief in respect of travel and subsistence costs. You will need to establish your own entitlements (if any) and make an individual claim for them when presenting your personal tax return.

Your payslip will contain details of your pay and your accrued holiday. You can access your payslips by logging in to the XMS® portal.

Alcohol, drugs & smoking

You should avoid the consumption of alcohol during working hours. You are not permitted to be in possession of, to be under the influence of, or to be taking drugs (other than specifically prescribed to you by a registered medical practitioner) during working hours. The term 'drugs' includes illegal drugs, solvents and legal intoxicants (including legal highs). You are reminded that smoking (which for these purposes includes electronic cigarettes and similar devices) in all enclosed premises and substantially enclosed premises is unlawful. You must adhere to the no smoking policy of the company in which you are working.

Dress code

Whenever possible, we will give you guidelines. Unless instructed otherwise, always dress in a business-like manner, i.e. for office work this would normally be suit, trousers/skirt, shirt/blouse and tie (if appropriate).

Fitting in

Always familiarise yourself with the layout of the client's office/premises. Make an effort to establish good relations with your line manager and immediate colleagues. Do not hesitate to ask questions – if you are in doubt about anything, then check with the client. You should observe all policies at your place of work with regard to mobile phone use, making personal telephone calls and sending personal emails. If necessary, ask for permission and keep calls/emails to a minimum.

Confidentiality

All information that you come across during the course of your assignments must be treated in the strictest confidence.

Data protection

Reed expects everyone who handles or processes Personal Data to comply with data protection law. You must therefore comply with the policies applicable to your assignments. Failure to handle Personal Data properly can result in fines as well as significant damage to reputation for the business.

Personal Data is any data in any form, from which a living person can be identified.

Special Category Data must be treated with extra care and sensitivity, and includes the following in relation to an individual: Racial or ethnic origin; Political opinions; Religious or similar beliefs; Trade union membership; Physical or mental health; Sex life or orientation; Bio metric and genetic data.

Criminal Conviction Data is treated largely the same as Special Category Data and should be given extra consideration.

For more information on data protection law, you can find it on the Regulator's (Data Protection Commission) website [Homepage | Data Protection Commission](#)

Fraud awareness

Should you identify fraudulent behaviour in the workplace whilst working with Reed, you must notify your Reed consultant immediately. Seeking work through Reed whilst on sick leave or whilst claiming job seeker benefits may represent fraud.

Fraud prevention

Reed may check your details with/against fraud prevention databases. Should our investigations identify fraud or the commission of any other criminal offence by you when applying for, or during the course of your employment with us, we will record the details of this on the relevant fraud prevention databases. This information may be accessed and used by law enforcement agencies, by Reed and other organisations within the Republic of Ireland to prevent fraud.

Criminal convictions

Reed will ask all registering candidates whether they have any unspent convictions. Candidates applying for any of the following positions cannot classify any conviction as spent:

- Professions (such as medics, lawyers, accountants, chemists and opticians).
- Roles upholding the law (such as judges and officers

of the court, the police, prison officers and traffic wardens).

- Certain regulated occupations (such as financial services and those in charge of certain types of nursing homes).
- Roles working with children, providing care services to vulnerable adults or providing health services.
- Roles where the work means you could pose a risk to national security (such as air traffic controllers and certain Crown personnel).

You must notify Reed of any convictions post registration and/ or during your employment.

Bribery

It is a criminal offence under the Criminal Justice (Corruption Offences) Act 2018 to bribe another person with the intention of inducing or rewarding that person for improperly providing a benefit in return. It is also a criminal offence to receive or request a bribe from another person in return for improperly providing that person with a benefit. A bribe is not simply defined as a cash payment. A bribe can also be non- financial, such as a gift or invitation to a hospitality event.

You must therefore fully comply with the provisions of the Criminal Justice (Corruption Offences) Act 2018. You must also not:

- Give, promise to give, or offer, a payment, gift or hospitality with the expectation or hope that a business advantage will be received, or to reward a business advantage already given.
- Give, promise to give, or offer, a payment, gift or hospitality to a government official, agent or representative to "facilitate" or expedite a routine procedure (e.g. a bureaucratic approval process of a licence application).
- Accept payment from a third party that you know or suspect is offered with the expectation that it will obtain a business advantage for them.
- Accept a gift or hospitality from a third party if you know or suspect that it is offered or provided with an expectation that a business advantage will be provided in return.
- Threaten another worker who has refused to commit a bribery offence or who has raised concerns that an act of bribery has taken place.

If you fail to comply with the Criminal Justice (Corruption Offences) Act 2018 or the instructions above, you may be subject to disciplinary proceedings and/or your employment may be terminated. If you are aware or are concerned that acts of bribery have been committed by Reed or a Client, you should follow the Complaints Policy or contact the HR department if you feel this is more appropriate. Any complaints raised will be treated very seriously and will be dealt with in the strictest confidence.

Fire safety and evacuation procedures

Fire prevention is the joint responsibility of everyone in the workplace. On arrival at a new assignment, it is imperative that you familiarise yourself with:

- Location of the fire alarm points
- Evacuation procedure
- Location of firefighting equipment
- Location of fire exit(s)
- Fire drill frequency

Do not take risks. If you discover a fire:

- Raise the alarm immediately
- Do not attempt to extinguish the fire yourself
- If possible, close doors and windows to prevent fire spreading
- Try to remain calm
- Follow evacuation procedures

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 interests of your fellow workers. If you refuse to work for a client on health and safety grounds, we will attempt to find you an alternative assignment.

There are various laws relating to health and safety. The following is not an exhaustive list but a brief guide to some of the general duties prescribed by those laws. Further information on health and safety can be obtained from the Health and Safety Authority website (www.hsa.ie).

Under health and safety law it is your duty:

- To take reasonable care for the health and safety at work of yourself and any other people who might be affected by your acts or omissions
- To cooperate with Reed and others to enable them to comply with statutory duties and requirements
- Not to intentionally or recklessly misuse anything provided in the interests of health, safety or welfare
- Use any equipment provided in the interests of safety
- Follow health and safety instructions
- Report anything you consider to be a danger
- Report any shortcomings in the protection arrangements for health and safety

Accident reporting

You should report all accidents, incidents and near misses without delay to both the client and your Reed consultant as soon as possible.

Manual handling

If you are asked to perform manual handling in your role, you should be very careful especially in relation to the following areas:

- Stooping and then twisting
- Sudden jerky movements
- Carrying on a slippery surface
- Reaching over your shoulders for a load
- Carrying an awkward load
- Lifting loads without checking their weight
- Carrying on surfaces with obstacles that are difficult to see

Be mindful of this guidance and do not be afraid to ask for help if you need it.

Further information can be obtained from the Health and Safety Authority website, www.hsa.ie.

Working with food

If you are working in a restaurant, hotel or other hospitality based environment where as part of your role you will be serving or preparing food for others, you should be aware of the following food safety basics:

- In the interests of hygiene, you must wear and maintain your uniform and/or protective clothing to an appropriate standard;
- You must maintain a high standard of hand washing;
- You must maintain a high standard of personal hygiene;
- You must demonstrate correct hygienic practice if suffering ailments and illness that may affect food safety;
- You must refrain from unhygienic practices in a food operation;
- You must demonstrate safe handling practice;
- You must maintain staff facilities in a hygienic condition;
- You must obey food safety signs;
- You must keep the work area clean.

If you are unsure about best practice in any of these areas, please contact your Reed Consultant who will advise you accordingly. If you have any concerns about your health and safety in your workplace, you should notify the manager of your department and your Reed Consultant.

Further information can also be found on the website of the Food Safety Authority of Ireland, www.fsai.ie

Workstation safety

Reed is not responsible for the suitability of workstations used by our clients. If you have concerns over the health and safety arrangements of the client, you should notify the client.

If your work is predominantly computer based, it is very important that you take necessary steps to avoid injury. The following are some recommended steps but is not an exhaustive list:

Posture

Your eyes should be the same height as the top of your screen. Sit firmly back in the chair as opposed to perching on the edge and try to keep your forearms horizontal when using the keyboard. Tasks such as filing or photocopying should be used to break up long periods of work on the computer.

Using a keyboard and mouse

Support your forearm on the desk and make sure the mouse is within easy reach to avoid over stretching. Use a soft touch on the keys and try to keep your wrists straight when typing. Ensure that there is a space in front of the keyboard to rest hands and wrists when not typing. Ensure you take breaks from intensive mouse work.

Eyes

Try to prevent the screen from being in direct sunlight or bright lights. You can use blinds to avoid glare and reflections on the screen. Ensure that the size of text you are using can be read easily when you are sitting in a normal work position. If there is a flicker on the screen, report it to your manager so that the machine can be serviced.

Further information can be obtained from the Health and Safety Executive website (www.hsa.ie). If you have concerns about your workstation, you should notify your Reed consultant and the manager of your department.

Computer use

Where our clients grant you access to their computer systems, these must only be used as authorised and not to gain access to any other data or programs. In general, please ensure that you:

- Keep any passwords safe
- Keep to the client's policies and procedures
- Log off immediately after use
- Observe any local policies and procedures regarding passwords, storage devices, DVDs/CDs and data storage/transfer
- Do not load or introduce any programs onto the computer, unless specifically requested to do so by the client



Social media

Reed understands that social media is widely used. This may include blogs, wikis, social networks and virtual worlds. However, these sites are for personal use, so please do not log into any such sites at your place of temporary work. To be clear, you must not use such sites at your place of work unless you have express permission from the client, and any breach of this policy could lead to disciplinary action against you.

- If you are ever using any form of social media, please follow the simple but important guidelines below:
- Do not make negative comments about Reed or any clients or candidates of Reed
- Be professional at all times
- Do not bring Reed or any clients or candidates of Reed into disrepute
- Do not disclose any confidential and personal information about Reed, your place of temporary work and/or any employees, clients or customers
- Always follow the law

Please remember that you are responsible for your actions.

If you hold a LinkedIn profile and wish to refer to your relationship with Reed, please ensure that your profile shows that you are a Temporary Employee. Logos must not be used as part of a profile on LinkedIn, so please ensure that the Reed logo is not shown on your profile.

Pay and procedures

Timesheets

It is your responsibility to submit your timesheet and ensure that the client authorises it each week. It is important that you adhere to the timesheet deadlines confirmed by your Reed consultant to ensure that you are paid promptly.

In order to prevent delay in payment, you must enter the number of hours you work each day excluding lunch breaks. Please note, timesheets run from Saturday to Friday for the majority of Reed assignments.

You can update your details, manage your timesheets and payslips and request your holidays via XMS® at www.xms-portal.com.

XMS*

Reed has developed a web-based timesheet system called XMS® that is used by the majority of our clients. This online system allows you to:

- Complete and submit your timesheets and holiday

requests for authorisation

- View your previous online timesheets
- Access your current and historical payslips

XMS® can be accessed via www.xms-portal.com, together with full details on how to use the system. If you are working for a client that uses XMS® you will need to register with the system via a link sent to your registered email address by your Reed consultant. After clicking on the link, you will be prompted to set your own password. You should complete the card at the back of this Handbook and keep it as a handy reminder of your login details.

*Some Temporary Employees may have access to alternative platforms provided by Reed, such as JoinedUp or X3, in which case, references to XMS within this document should be substituted for the relevant platform as appropriate

Paper-based timesheets

If the client you are working for does not use XMS® you will be given a paper timesheet. The authorised signatory must sign the timesheet at the end of each week (or at the end of the assignment if this is less than a week). You must provide your timesheet to your local Reed consultant as soon as it is signed or by the deadline communicated to you by your Reed consultant at the very latest.*

Remember:

- Ensure that the timesheet you are using is the correct one for that week. Do not alter your details on the timesheet. If
- you have an incorrect timesheet, contact your Reed consultant who will forward you the correct one.
- Use only a Reed timesheet.

* Public holidays may alter the schedule for timesheet submission and/or payment days. You will be notified of any changes in advance.

Methods of payment

Payment is made by the SEPA directly into your bank or building society account. Your Reed consultant will ask you for your bank or building society details, which will be entered onto our systems. You will be asked to sign these to confirm they are correct.

All banks and most building societies* will credit your account with your Reed earnings on the same day that they receive the credit. Please check with your Reed consultant as to your crediting day. If you are using the XMS® system, your payslip will be available online by visiting www.smx-portal.com and logging in to XMS®. Please see the Timesheet section of this Handbook for details of how to register with XMS®. Should you change

your bank or account number, please contact your Reed consultant with the new details as a matter of urgency.

*Some building societies do not operate this same day procedure, please check with your building society to see if they do.

Tax, PRSI AND USC

As a Temporary Employee you are taxable under the 'Pay As You Earn' scheme.

Emergency rate taxation

- 'E' tax coding on your payslip stands for Emergency Rate Taxation. You will be on Emergency Tax if:
- You register as a Temporary Employee with Reed and you already have another major source of income, in this case you should contact the tax office to arrange your tax credits appropriately for your needs.
- You do not have a PPS Number.

Tax status

All Temporary Employees are subject to PAYE. If you have any questions about your tax status, please contact your Reed consultant.

Pay Related Social Insurance (PRSI)

We are legally obliged to deduct PRSI from your earnings, so we require your PPS number. If you do not possess a PPS number, call in person to your local Social Welfare Office bringing the long form of your birth certificate, photographic identification and evidence of residence, (such as a utility bill).

If you do not provide a PPS number, you will be taxed at 41% tax from week 1 on all your earnings.

Please note:

You should notify your Reed Consultant if you fall into any of the categories below, as this will affect your PRSI class and you will pay reduced contributions:

- You are a medical card holder
- You are over 70 years of age
- You are a recipient of a widows or widowers pension from the Department of Employment Affairs and Social Protection, or one acquired under the social security legislation of a country covered by EU regulations, a One-Parent Family Payment, a Deserted Wife's Benefit/Allowance.

Universal Social Charge (USC)

USC is a mandatory tax on gross income, including notional pay (non-cash benefits), that applies to individuals earning over €13,000 per year.

Tax queries

As a Reed Temporary Employee, your tax affairs will be dealt with by our designated tax office. If you need to contact them, the address and telephone number are below:

Dublin: 1890 333 425

Cork: 1890 222 425

East and Southeast region: 1890 444 425

Border Midlands West region: 1890 777 425

Then quote reference number 8269016M and unit number 959 and have your PPS number ready.

The address of the tax office is: The Inspector of Taxes Dublin PAYE 4 Division, Unit 959 14/15 Upper O'Connell Street Dublin 1

My Future Funds (MFF)

MFF is Ireland's new State-sponsored automatic enrolment retirement savings system, launched on 1 January 2026, which automatically enrolls employees aged 23–60 who earn €20,000 or more per year and are not already contributing to a payroll-deducted pension. Eligible employees, their employers, and the State will all contribute to the fund, starting at 1.5% each from employee and employer and 0.5% from the State, with contributions increasing over ten years to 6% each from employer and employee and 2% from the State. This system aims to expand pension coverage and ensure long-term financial security for workers who currently lack workplace pension savings.

Grievances and complaints handling

If you have a dispute with Reed or a client, find an environment difficult to work in or feel you are being subjected to any form of discrimination or unfair treatment, please contact your Reed consultant immediately. In many cases, the grievance can be dealt with informally, and this may be the most constructive way of resolving an issue or problem.

However, if you have tried to resolve your grievance informally and are not satisfied, or if you do not wish to take the informal approach, then you should follow the Grievance Policy and Procedure for Temporary Employees on XMS® by visiting www.xms-portal.com.

Whistleblowing

With the introduction of the Protected Disclosures Act 2014, all employees have legal protection from any form of detriment as a result of publicly disclosing certain serious instances of malpractice.

Anyone who wishes to raise or discuss any issues which might fall into the above category should follow the

Grievance Policy and Procedure as above in the first instance, or contact the HR department if you feel this is more appropriate. These matters will be treated very seriously and in the strictest confidence.

Unsatisfactory conduct

If your actions, attitude, behaviour or performance give cause for concern, this could result in the immediate termination of your employment. The procedure followed will depend on the nature and severity of the misconduct. For further details, please refer to the Disciplinary Policy and Procedure for Temporary Employees on XMS® by visiting www.xms-portal.com.

Your benefits

Paid holiday scheme

Reed provides a paid holiday scheme to our Temporary Employees in accordance with the provisions of the Organisation of Working Time Act (as amended) and the Protection of Employees (Temporary Agency Work) Act 2012. In this section you will find out how this works and how your holiday pay is calculated.

The paid holiday scheme of Reed offers a maximum of 4 weeks (or 20 days) of paid holiday per year. The amount of paid holiday you receive will depend upon how much you earn.

How much can be claimed?

Each week your payslip will show the number of hours (holiday hours) you may take and the hourly rate you will be paid.

Multiplying these two figures together will give you the total value in your holiday pot. The number of holiday hours that you have accumulated is calculated on a weekly basis by dividing the total in your holiday pot by that week's hourly pay rate.

The pay rate* that you will receive for your holiday hours is calculated by dividing the holiday pot by the total holiday hours you have accumulated.

* Please note that if your hourly pay rate changes then your holiday pay rate will also fluctuate, as it is an average value.

How is my holiday calculated?

Each week you work for Reed, you accrue a value in your 'Holiday Pot'. This value is calculated as follows:

- 8% of all hours worked subject to a maximum of 20 working days or greater, if provided by a particular client.

Reed has adopted the above approach as an appropriate

and fair method of calculating annual leave entitlements for Temporary Employees who typically work irregular hours. This approach accords with the underlying principles of the Organisation of Working Time Act (as amended) and the Protection of Employees (Temporary Agency Work) Act 2012.

When may I take my holiday?

The holiday year runs from January to December and holiday entitlement accrued during that year must be taken in the same year, or with your consent, within 6 months of the relevant leave year.

You will not automatically be paid for holiday upon the termination of assignment as your employment with Reed will continue following the end of the assignment. A payment in lieu of accrued annual leave will only be made when your employment is terminated by either Reed or you.

How do I arrange my holiday?

All paid holiday must be requested using the X3 system. The dates requested will be forwarded to your Reed Consultant for authorisation. You must give at least two weeks' notice of holidays as specified in your terms and conditions of employment regardless of whether or not you are on an assignment.

If I want more details whom do I speak to?

If you have any queries, or require full details of the paid holiday scheme and how holiday pay is calculated, please visit www.xms-portal.com and login to XMS® or contact your Reed Consultant.

Public holidays

You will automatically be paid for a statutory public holiday, provided that you have worked at least 40 hours during the 5 weeks immediately preceding the bank holiday. Annual leave shall be calculated based on the sum paid to you in respect of the normal daily hours last worked by you before that public holiday or otherwise in accordance with the Organisation of Working Time (Determination of Pay for Holidays) Regulations 1997.

Statutory sick pay

In 2026, Irish employees are entitled to a minimum of 5 days of employer-paid statutory sick leave per calendar year, paid at 70% of normal earnings up to a maximum of €110 per day. This requires 13 weeks of continuous service and a doctor's certificate.

Maternity, paternity, adoption and illness benefits

Maternity, adoptive and paternity pay and illness benefits are government schemes administered by The Department Employment Affairs and Social Protection. If you need to make a claim for either, you should

contact the Department direct. For further information go to <https://services.mywelfare.ie>

Reimbursed police checks

As a Temporary Employee, you will be required to meet the cost of any police check required for your role. You are entitled to a reimbursement of the cost of your police check but please note that a relevant qualifying period applies for reimbursement. For further information, please contact your Reed consultant.

Training and development

Reed Assessment Centre

As a Temporary Employee with Reed, you can take advantage of free training on the latest software and spreadsheet packages at your local Reed office. Our Reed Assessment Centre package enables you to broaden your skill base and widen your choice of job opportunities. Training at Basic, Intermediate or Advanced level can be undertaken in Microsoft Office applications, including Word, Excel, PowerPoint and Access.

Feedback

Reed believes that the only way for us to continually improve is by listening to honest feedback from the people who work with us. It is important that you tell us what you think, and we have tried to make it as easy as possible for you to offer us your opinions.

Evaluating Reed

Please feel free to discuss any issues with your Reed consultant. On a more formal basis, you will occasionally be asked to complete an 'Evaluating Reed' form and possibly a Reed Evaluation of Services Survey online. The form is part of our ongoing Quality Assurance Programme, which includes the opportunity for you to add your own comments and suggestions. When completing these, we encourage you to be as honest as possible to help us in improving our services to you.

Recommend a friend scheme

Recommend your friends to us and once they have been engaged through Reed for a qualifying period you will receive a reward. Please contact your Reed consultant for details of the scheme.

Permanent employment – offers by clients

Working on an assignment for a client is an excellent way for clients to see how capable you are and for you to judge what it is like to work for them. Consequently, an assignment with a client may lead to an offer of

employment with that company. If this is an attractive prospect for you, let us know so that we can make all the necessary arrangements and ensure that everything goes smoothly.

If you decide that working on a series of different assignments with different clients at different locations no longer suits you, our permanent consultants will be happy to assist you in finding alternative employment in a role that suits your particular talents and experience.

When you leave

When you do not want us to provide you with any further assignments, please give us notice in accordance with your terms and conditions by signing in to XMS® at www.xms-portal.com to confirm you wish to terminate your employment. If, at any stage, you wish to rejoin Reed or need assistance in securing alternative employment then please contact us and we will be happy to help.

We do hope that you enjoy working as a Reed Temporary Employee and that the assignments we give you will benefit your future career.

Further support

If you have any queries regarding the content of this Handbook, please contact your Reed consultant.



