

Reed  
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# Temporary worker handbook



# Welcome to Reed

Thank you for choosing to work with Reed. You are partnering 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 Worker. You can expect to receive an excellent service from our consultants during your assignment 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

[www.xms-portal.com/](http://www.xms-portal.com/) is your dedicated website and one-stop shop whilst working with 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 engagement. (NB. Some Temporary Workers 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 [www.xms-portal.com/](http://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](http://reed.co.uk) regularly to keep up to date with the latest developments.

## Offering you more

Working with 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

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



# Your contract

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

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

## Pensions Act 2008

Under the Pensions Act 2008, Reed has a duty to automatically enrol eligible workers between the ages of 22 and State Pension Age into a qualifying workplace pension scheme.

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.

In the event that you have any form of pension scheme lifetime allowance protection and do not wish to be enrolled in the pension, please email our Payroll Department on [temppayroll.ssc@reed.com](mailto:temppayroll.ssc@reed.com), quoting your Payroll Number and stating that you do wish to be enrolled for this reason

Reed has chosen to offer NEST as our workplace pension scheme to meet our duties and to help you put money aside for your retirement. NEST is a straightforward pension scheme that gives you one retirement pot for life. Communications will be sent to you as they become relevant to your circumstances and you can visit [www.nestpensions.org.uk](http://www.nestpensions.org.uk) for further information.

## The Agency Worker Regulations 2010

The Agency Workers Regulations 2010 ("AWR") are designed to provide temporary workers with equal treatment with regard to basic pay and working conditions. Equal treatment applies in two ways:

**Day 1 Rights** which include the right to be informed of relevant vacancies within a client's organisation and access to collective facilities.

**Week 12 Rights** which include basic pay, holiday entitlement and working conditions equivalent to a comparable client employee.

For each assignment, you will need to give your Reed consultant details of any previous assignments you have

undertaken for that client through another agency. It is important that you give your Reed consultant accurate information as failure to do so may mean we are unable to calculate any entitlements you may have under the Agency Workers Regulations 2010.

## 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 diverse workforce, and matching people with opportunities, allowing all to reach their full potential in an environment characterised by dignity and mutual respect.

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

## The Working Time Regulations 1998

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:

- a) you intend to work more than 48 hours in any particular week, and/or
- b) 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.

NB. Doctors in training are not permitted to opt out of the Working Time Regulations.

## Rest breaks

Workers are entitled to three types of rest breaks under the Working Time Regulations 1998, these are daily rest, weekly rest and rest breaks at work.

Daily rest entitles workers to a rest period of 11 hours between their working days.

Weekly rest entitles workers an uninterrupted rest period of no less than either 24 hours each week, or 48 hours per fortnight.

Rest breaks at work are generally referred to as lunch or tea breaks. Under the Working Time Regulations 1998, a worker has the right to one uninterrupted rest break of at least 20 minutes during their working day, if their working day or shift is longer than six hours".

# 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 the client 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 UK Regulators (Information Commissioners Office – ICO) website Home | ICO.

### **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. Reed is a registered CIFAS member and is required to share information relating to fraud with the relevant fraud prevention databases.

### **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 engagement 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 UK to prevent fraud.

Please contact your Reed consultant if you want to receive details of the relevant fraud prevention databases through which we share information.

### **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 engagement.

## Bribery

It is a criminal offence under the Bribery Act 2010 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 Bribery Act 2010. 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 Bribery Act 2010 or the instructions above, your engagement 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 Executive website ([www.hse.gov.uk](http://www.hse.gov.uk)).

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 the client so that they can complete any applicable documentation/RIDDOR reporting.

## 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. Further information can be obtained from the Health and Safety Executive website ([www.hse.gov.uk/msd/dse](http://www.hse.gov.uk/msd/dse)).



## 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 whilst on assignment. To be clear, you must not use such sites whilst on assignment unless you have express permission from the client, and any breach of either Reed or client policy could lead to the termination of your engagement.

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 Worker. 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 allow Reed to calculate your qualification period under the Agency Workers Regulations 2010 and 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](http://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](http://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 Workers 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 BACS system 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.xms-portal.com](http://www.xms-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 and National Insurance

As a Temporary Worker, you are taxable under the 'Pay As You Earn' scheme. Please ensure you give your P45 to your Reed consultant before you commence your first assignment with Reed. Provided your P45 is current to this tax year, we will use the tax code indicated on it for taxing your earnings.

If you do not have a P45, please inform your Reed consultant who will discuss your situation with you. You may be able to complete a Starter Checklist confirming that this is your main or only work, which will allow Reed to tax your earnings on the emergency tax code until we either receive your correct code from your P45 or from HM Revenue and Customs.

## Tax status

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

## National Insurance

We are legally obliged to deduct National Insurance from your earnings, so we require your National Insurance number.

## Tax queries

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

Tees Valley Area, George Stephenson House, St Marks Court, Thornaby, Stockton-on-Tees, TS17 6QP.  
Telephone: 0300 200 3300 (ref. 406/R411A).

# 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 complaint can be dealt with informally, and this may be the most constructive way of resolving an issue or problem.

## Whistleblowing

With the introduction of the Public Interest Disclosure Act 1998, all workers 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 Complaints Policy 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 engagement.

# Your benefits

## Paid holiday scheme

Reed provides a paid holiday scheme to our Temporary Workers.

Please note that for Temporary Workers working for Reed Education and Further Education, your daily rate of pay includes your full entitlement to statutory holiday pay, so the paid holiday procedures set out here do not apply.

The paid holiday scheme of Reed offers a maximum of 5.6 weeks (or 28 days) of paid holiday per year. The amount of paid holiday you receive will depend upon how much you earn.

The figure used to calculate your paid holiday will include any sums deducted in respect of the contributions you make towards your pension.

## 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.

## 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. Holiday not taken by the end of December cannot be carried over into the next holiday year.

You will not automatically be paid for any Bank/Public Holidays from your holiday pot. If you would like to receive your annual leave entitlement on Bank/Public Holidays, you will have to book these days as holiday. You will also not automatically be paid for holiday upon the termination of assignment. A payment in lieu of accrued annual leave will only be made when Reed or you give notice that work finding services are no longer to be provided.

## Agency Workers Regulations

Under the Agency Workers Regulations 2010, you may be eligible for payment for additional holiday. We will notify you if this applies and any additional holiday pay due will be included in your hourly pay.

## How do I arrange my holiday?

All paid holiday must be requested using XMS\*. The dates requested will be forwarded to your Reed consultant for authorisation. You must give the notice of holidays as specified in your terms and conditions.

*\*Some temporary workers 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.*



## 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](http://www.xms-portal.com) and login to XMS® or contact your Reed consultant.

## Health Cash Plan

Reed have partnered with a trusted health insurance provider to offer a discounted Health Cash Plan which helps you cover the cost of everyday healthcare, such as dental fees, sight tests, glasses and contact lenses. To find out more details of what is included and how you can sign up, go to <https://www.hsf.co.uk/reed-temporary-employees>

## Reed Discount Club

Reed Discount Club is a tailor-made Club offering a range of discounts and savings to our Temporary Workers.

All Temporary Workers are eligible to be a part of the Club, subject to any rules applicable from time to time. As set out in your terms and conditions, Reed will reduce your net weekly pay by an amount which will be paid to the Reed Discount Club as your subscription fee should you decide to opt in to the Club.

The discounts forming part of Reed Discount Club are sourced from leading retailers and offer the very best savings.

Reed Discount Club is operated by Reward Gateway (UK) Ltd.

You have to opt in to join Reed Discount Club by selecting the opt in functionality in Reed's timesheet authorisation system and will be given access following payment of your first subscription fee. You will continue to be a member of the Club until you decide to opt out.

## How do I opt out of Reed Discount Club?

If you wish to opt out of the Club after you have joined, you are required to opt-out by selecting the opt out functionality in Reed's timesheet authorisation system which can be found in the 'my benefits' section.

You can opt out of Reed Discount Club at any time, however, to receive a refund of the subscription fees already paid, you are required to opt out within 21 days from the first day of access, provided you have not used the Club to obtain any savings or discounts.

## What should I do if I have any further questions?

If you have visited the relevant section of Reed's timesheet authorisation system and the Reed Discount Club website at [www.reedtempdiscounts.com](http://www.reedtempdiscounts.com) and still have unanswered questions, you can contact your Reed consultant.

## Statutory Sick Pay

Should you fall ill for four consecutive days or longer, Reed will administer Statutory Sick Pay (SSP) in accordance with Government guidelines. Please login to XMS® at [www.xms-portal.com](http://www.xms-portal.com) or ask your Reed consultant for the relevant claim form.

If you are in any doubt as to your entitlement, please refer to HM Revenue and Customs' website at [www.hmrc.gov.uk](http://www.hmrc.gov.uk). Some state credits and benefits are calculated according to your earnings which are liable to NI.

## Statutory Maternity, Paternity, Adoption and Shared Parental Pay

Provided you satisfy the appropriate conditions regarding earnings and periods of engagement etc. you may be entitled to Statutory Maternity Pay (SMP), Statutory Paternity Pay (SPP), Statutory Adoption Pay (SAP) or Shared Parental Pay (ShPP).

Please obtain the relevant claim form from XMS® at [www.xms-portal.com](http://www.xms-portal.com) or ask your Reed consultant, so that your eligibility can be assessed. If you are in any doubt as to your entitlement, please refer to HM Revenue and Customs' website at [www.hmrc.gov.uk](http://www.hmrc.gov.uk).

Some state credits and benefits are calculated according to your earnings which are liable to NI.

## Parental Leave

Once you have worked for us for a year, you can take 18 weeks off work (in total, not per year) for each child, up to their 18th birthday.

Parental leave is unpaid, and you may take up to four weeks per child in any one year. It is different from maternity or paternity leave, adoption leave, and from shared parental leave.

## Antenatal/Pre-adoption appointment payment

Qualifying women are entitled to paid time off in order to keep appointments for antenatal care, made on the advice of a registered medical practitioner, registered midwife or registered health visitor. Antenatal care includes medical examinations. It may also include other appointments, for example, relaxation classes and parent-craft classes. Primary carers of a child to be placed for adoption are entitled to paid time off in order to attend up to five pre-adoption appointments.

Temporary Workers are entitled to be paid at the usual hourly pay rate for time taken off to keep these appointments. In accordance with government regulations, except for the first appointment, a Temporary Worker must provide one of the following to their Reed consultant: a certificate from a registered practitioner, a registered midwife or a registered

health visitor confirming that she is pregnant or an appointment card, or some other document, showing that an appointment has been made. Prospective fathers or the spouse, partner or civil partner of a pregnant woman or a primary carer may take unpaid leave to attend up to two antenatal/pre-adoption appointments.

## Training and development

### Reed Assessment Centre

As a Temporary Worker 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.

### Reed Training

Reed Temporary Workers have access to a wide range of professional development courses through our dedicated Training Professionals programme. For more information about the courses available please visit [www.reed.co.uk/courses](http://www.reed.co.uk/courses) or call 0161 200 1086.

### Reimbursed police checks

As a Temporary Worker, 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.

## 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 Permanents 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](http://www.xms-portal.com) to request your P45 from our payroll department. 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 Worker and that the assignments we give you will benefit your future career.

# Working in Education Annex

## Continuing Professional Development (CPD)

All Reed Education candidates have access to free online CPD, allowing learning and development to take place as and when it suits you. Details can be obtained from your Reed consultant.

## Code of Conduct

All Reed Education candidates are provided with 'Professional Standards for Education Candidates' at registration. If you have any questions about these standards, please contact your Reed consultant.

## Holiday pay

Please note that for Temporary Workers working with Reed Education, your daily rate of pay includes your full entitlement to statutory holiday pay, so the paid holiday procedures set out earlier in this Handbook do not apply.

## Criminal convictions

Reed is required by the Department for Children, Families and Schools (DCFS) Guidelines to obtain an enhanced Disclosure and Barring Service (DBS), Disclosure Scotland PVG or Access Northern Ireland Disclosure for all our Temporary Workers working with Reed Education every twelve months. Please be aware that our clients may insist we inform them of any

criminal record you may have before accepting you for an assignment: we will only provide details with your consent. When Reed applies for your DBS check, we will provide you with your application form reference number so that you can register for the DBS update service and give Reed permission to check your DBS status online.

Reed cannot be held responsible should clients decline your services following refusal to comply with this request, or on disclosure of criminal record information. Our own response to criminal record information will depend upon its nature and seriousness.

You must inform us if you have been subject to a criminal prosecution or a child protection investigation following your registration with Reed and/or after the last Disclosure and Barring Service/Disclosure Scotland PVG/Access NI Disclosure was undertaken.

## Reporting misconduct

Any complaints of serious misconduct against individuals may be reported to any of the following bodies as appropriate.

- National College for Teaching and Leadership (NCTL)
- Disclosure & Barring Service or equivalent
- Local Authority Designated Officers (LADO)





