

Welcome to max20 Ltd

max20 Ltd specialises in the provision of IM & T Contract & Permanent staff exclusively to the NHS under the Government Procurement Service Framework NMNC Agreement Number: CM/AAC/09/5124. We supply our services via the mechanism of a UK Limited Company, which has opted out of "The Conduct Of Employment Agencies & Employment Businesses Regulations 2003".

We are pleased to welcome you as a contractor working within the NHS.

This document is designed as a reference guide to provide you with guidance notes and advice, which will ensure your contract runs smoothly.

This document is not the Terms & Conditions under which your contract operates.

Your recruiter has provided you with details of your role and what is expected of you within the NHS.

As part of our service, we would like you to feel that should any queries or issues arise, we will respond to these on your behalf both quickly and professionally.

In return, we ask you to be honest and professional and to contact us with any issues or concerns that you have regarding your contract and we will endeavour to resolve them as soon as possible.

If you would like further information on the NHS, Government Procurement Service and the IM&T modernisation programme (Connecting for Health) please refer to the following websites;

http://en.wikipedia.org/wiki/National_Health_Service

<http://www.connectingforhealth.nhs.uk>

<http://www.buyingsolutions.gov.uk>

DAY ONE RIGHTS (not applicable to Ltd Companies)

Under the Agency Workers Regulations 2010 the following will apply. Liability is with the Client to provide information on Day 1 Rights to the Contractor at the start of his/her contract (either in starter pack or induction). Day 1 Rights must include;

- Access to collective facilities and amenities (includes canteen, childcare, transport services, car parking, toilet/shower facilities, prayer room, mother & baby room).
- Information on vacancies (Intranet, noticeboards)

PAYROLL / TIMESHEET PROCESS

At the end of each week your timesheet needs to be completed, authorised by your manager, and returned to max20 (by fax, post or e-mail) no later than Friday morning by noon, of the week following the week worked.

Fax: 0161 928 5281 **E-Mail:** admin@max20.com



To complete your timesheet, fill in each day with either hours or days, dependent on your contract terms. Hourly rates would normally be 7.5 hrs per day. All times should be rounded up or down to the nearest quarter of an hour.

Any Overtime/Bank Holiday payments must be agreed with the Client.

Also complete the timesheet with any mileage related to business travel from office to sites, etc. Also enter a brief description of your journey each day. We do not pay mileage from home to office or vice versa. Personal expenses should be claimed via your own Ltd Company or Umbrella Company. Any other expenses on your timesheet must only be related to business expenditure.

If you have your own Limited company, your invoice will also need to be submitted along with your timesheet, as this is the trigger for payment. If you have an umbrella company you need to ensure they deal with this. Invoices can be submitted weekly, fortnightly or monthly but please note that as we pay 2 weeks in arrears the week endings on your invoice will reflect when the payment is made. Please note also that your timesheets still need to be submitted on a weekly basis.

Do not send timesheets or invoices direct to your recruiter as this may delay the processing of your payments.

HOLIDAY PAY

Holiday pay is included in your Pay Rate.

Any time off or holiday must first be agreed with max20 before requesting from the Client.

TEMP - PERM

"Temp to Perm" - quite often, max20 contractors are offered the opportunity to become a permanent employee within the client's organisation. This is within the scope of our agreement and handled correctly will incur no additional cost to the client(s). If you wish to go permanent within the organisation you are working for via max20 you must first inform us of your intentions. We will then negotiate the correct "extended period of hire" that the organisation must give max20 in order to avoid paying a placement fee. The extended period of hire is similar to a notice period but varies according to the banding you are on. Your own contractual notice period must not be used for the purpose of transferring to a permanent position. Your contractual notice period is to give notice when you are moving away from the client and max20 and taking up employment elsewhere.

ABSENTEEISM / SICKNESS

Any time off through sickness or any other reason must be reported both to max20 and the Client no later than 1 hour after your start time. This must be done verbally (not via e-mail or answerphone)

NOTICE PERIOD

If you are working on a contract we would expect you to complete the length of the contract. If you require to give notice, this would be dependent on the notice terms given to you at the start of your contract.



ATTENDANCE / DRESS CODE

Always be punctual. Try to arrive at least 15 minutes prior to your starting time at your new surroundings Always be smartly dressed or dressed according to the Client expectations. Whilst working within the NHS you may be required to wear a security badge which must be returned upon completion of your assignment.

HEALTH & SAFETY

As part of the Government Procurement Service Framework, clients must advise all contractors regarding Health & Safety whilst working within the NHS. The max20 Ltd Health & Safety Policy is always available on request.

ELIGIBILITY TO WORK IN THE UK/ID

In order to comply with Government Legislation, max20 Ltd, will require proof of work permits. All contractors must supply correct ID to max20 before commencement of contract as outlined in the Registration document.

HEALTH QUESTIONNAIRES

All contractors working through max20 will have to complete a Health Questionnaire. This is a mandatory requirement for working within the NHS.

CONFIDENTIALITY

During the course of a contract within the NHS, contractors may have access to highly sensitive information which must be treated with strict confidentiality at all times

CLIENT EQUIPMENT

Contractors must not use e-mail, telephones and Internet facilities for personal use at a Client site. If this is disregarded it may result in the termination of your contract by the Client.

CODES OF PRACTICE & CONDUCT

Where codes of practice or conduct exist for the assignment, you must observe them at all times. You will be expected to comply with any policies or procedures in place. The NHS operates a No Smoking Policy.
