

CANDIDATE WELCOME PACK



SWANSTAFF

Hello! Welcome to the Swanstaff Team!

We're excited to have you on board! Starting a new job can be overwhelming with all the information to absorb, so we've created this handy guide to help you settle in quickly. It covers all the essential details you need to know about working at Swanstaff, and to be used as a go-to resource whenever you need a quick reminder. We're here to support you every step of the way!

Name: _____

Role: _____

Branch: _____

Main Contact: _____

Date Registered: _____

WHAT HAPPENS NEXT?



In branch registration with all required documents



Branch to send paperwork to Compliance



Your reference will be contacted by our compliance team



You are now all set to start work. Please make contact with your branch



We will notify you when you are cleared to work

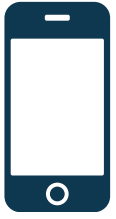


Any further required checks will be carried out

Expectations for all Staff



Arrive on time: Aim to arrive at least 10 minutes before your shift. Call if late: if you're running late, please contact us as soon as possible.



Mobile Phones: should not be used without permission of your supervisor / manager whilst working.



PPE: Ensure you wear any required personal protective equipment (PPE) such as Hi-Vis vest as per job requirements.



Availability: Keep us updates with your availability so we can schedule shifts effectively.

ID Badge: Wear your ID badge if provided. **Uniform:** ensure your uniform is clean and presentable. Please wear black/dark trousers and closed toe shoes or steel toe cap boots when required.



Covering Shifts: if you are unable to attend a shift, do not arrange your own cover or shifts please contact the office to arrange this.



Reporting Absence: if you are sick or absent inform your branch at the earliest opportunity so we can arrange cover. Please call us directly do not text the out of office number a call is more effective.



On-Call Number Information

Your designated on-call number for the driving and industrial team is **07885 715 615**. Please use this number **only for emergencies** outside of office hours.

- ◆ **For Emergencies:** This service is strictly for reporting sickness or lateness and must be reported 4 hours minimum before shift start.
- ◆ **Not for Non-Emergencies:** Do not use this service for inquiries about timesheets, pay rates, or any other non-urgent matters. These are not considered emergencies.
- ◆ **Shift Cancellation:** If you need to cancel a shift, please ensure you call no later than 1 hour before your shift begins to give us enough time to arrange cover.

Thank you for your cooperation

Don't forget to:

- ◆ **Carry out vehicle checks:** Always perform thorough vehicle checks before starting your shift
- ◆ **Report accidents immediately:** In the event of an accident, report it to us immediately.
- ◆ **Follow client procedures:** Stay updated on any specific client procedures, such as delivery instructions, and follow them accordingly.
- ◆ **Carry your Licenses & Tachographs card:** Always have your driving license and tachograph card with you during your shift.
- ◆ **Drive Courteously:** Maintain safe driving habits, respect all road users, and always adhere to speed limits.
- ◆ **Comply with Legal Hours:** Do not exceed the legal limits for driving hours - your safety is our priority.
- ◆ **Notify us of License Change:** politely inform us of any changes to your driving license.
- ◆ **Report Health Conditions:** If you have any medical or health conditions that may affect your ability to drive safely, please notify us as soon as possible.

Your safety and compliance are essential to us - Thank you for your commitment!



SWANSTAFF VALUES



Create opportunities

Allow people to create and share wealth. Recognise and reward great achievements. No 'mediocrity'



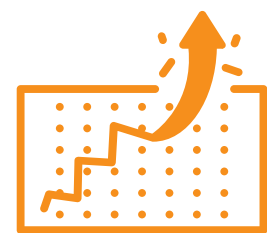
Believe that nothing is impossible

Believe there is always a solution to every challenge. Don't take 'no' for an answer. Question it. To give up is to fail.



Treat all with respect

Treat others with the highest standard of professionalism. Make people feel valued. No judgements.



Exceed expectation

Always go the extra mile. Be extraordinary. 'Wow' yourself and others. Average is not acceptable. Be the benchmark.

Compliance

Important Information

Future Compliance (Expiry)

At Swanstaff, we value long-term relationships with our team members. As part of our commitment to keeping you compliant and up-to-date, the compliance team will regularly reach out to you regarding the renewal of qualifications or any changes to your licences.

Please expect periodic contact from our team to ensure all your certifications and legal requirements are current. Staying compliant is crucial to your ongoing work with us, and we appreciate your cooperation.

Penalties

Please be aware that you are personally responsible for any penalties incurred while driving for Swanstaff. If you receive a speeding ticket or any other fine during work hours, the cost will be deducted from your wages.

Additionally, if you receive any penalties outside of work, you must notify us so we can maintain accurate records.

When registering with Swanstaff Ltd you will provide reference details for your previous employers and character references.

Our Compliance team will contact all of your references by phone, email or post to obtain sufficient references.

Driving/Industrial applicants will normally require a minimum of 2 years employment references. We must obtain at least 2 references for each candidate. For some clients, we may need further referencing.

Your cooperation helps ensure that everything runs smoothly, and we appreciate your attention to these important details

Driver Legislation and Regulations

All Swanstaff drivers must be aware of and comply with the following legislation/regulation/ qualifications; you can find out more about all of these topics at www.gov.uk/dvsa

- ◆ Driver CPC
- ◆ Driving Hours
- ◆ Working Time Regulations
- ◆ Tachograph Rules

Industrial and Commercial Legislation and Regulations

Training

From time to time some of our clients may request specific training requirements such as Moving & Handling or Health & Safety. Our inhouse training team provide this for our temporary workers so you may hear from us occasionally offering you additional training.

We are also currently developing our own JAUPT approved CPC course which will enable our drivers to renew their qualifications at heavily discounted rates. Once this is in place and your qualification is ready for renewal we will be in touch to offer you this training.

Change of Details

◆ **Change of Address:** If you move to a new address, please inform us as soon as possible and provide proof of your new address.

◆ **Update Contact Information:** If you change your phone number or email address, it is important to notify Swanstaff promptly to ensure you don't miss any shift updates or communications.



Refer a Friend

What is the Refer a Friend Scheme?

The Swanstaff Refer a Friend Scheme rewards you for helping us grow our team! If you refer a friend to work for Swanstaff and they complete 100 hours with us, you'll receive a bonus

How much can I earn?

- ◆ £25 for referring a Healthcare Assistant, Warehouse Operative, or 3.5T Van Driver
- ◆ £50 for referring a 7.5T Driver
- ◆ £150 for referring an LGV Driver
- ◆ £200 for referring a Nurse

How many people can I refer?

There's no limit! You can refer as many people as you'd like, either to your local branch or to one of our other locations. You can refer candidates for any of the roles listed above.

How do I refer a friend?

Simply contact your branch directly to make a referral.

How do I claim my bonus?

Once the person you referred has completed 100 hours of work, your branch will notify the payroll team to process your bonus.

It's that easy—refer a friend, help us grow, and earn a bonus! Thank you for supporting Swanstaff.

The Role

- ◆ **Represent Swanstaff:** Be a proud ambassador for Swanstaff and share your positive experience with others.
- ◆ **Recommend Us:** Help us grow by recommending Swanstaff to your colleagues, friends, and networks.
- ◆ **Make Employee Referrals:** Refer candidates to your Local branch for a chance to earn bonuses.

The Perks

- ◆ **Cash Bonus:** Earn a cash bonus for each successful referral who joins Swanstaff.
- ◆ **Additional Bonuses:** Receive extra rewards when your referral completes 100+ hours of work.
- ◆ **Ambassador Pin Badge:** Receive a special pin badge to proudly display your role as a Swanstaff ambassador.
- ◆ **Marketing Materials:** Get flyers and business cards to help you promote Swanstaff effectively.

Join our Swanstaff Ambassadors Scheme

SWANSTAFF PAYROLL PROCESS

Timesheet Submission Rules:

- ◆ **One Timesheet per Client:** Submit a separate timesheet for each client you work with.
- ◆ **Clear Hours Worked:** Ensure your timesheet clearly shows the hours you worked for each shift.
- ◆ **Personal and Shift Details:** Your timesheet must include your name, the dates worked, the client's name and address, and the client contact's name.
- ◆ **Authorised Signature:** The timesheet must be signed by the authorised signatory from the client.
- ◆ **Submit by Deadline:** Timesheets must be emailed to payroll@swanstaffltd.co.uk by **9:00 AM on Monday**. Please include your **full name** and **branch name** in the subject line.
- ◆ **Client Copy:** You must leave a copy of your signed timesheet with the client where you completed your shift.

Important Notes:

- ◆ **Late Submissions:** Failure to submit a signed, complete timesheet by 9:00 AM on Monday will result in a delay in payment. If your timesheet is not submitted by the deadline, you will not be paid in that week's payroll.
- ◆ **Responsibility:** It is your responsibility to ensure your timesheet is submitted on time and is clear, complete, and signed. No exceptions will be made, and we cannot advance payment for late or incomplete timesheets.

Payroll Queries:

- ◆ For any **payroll-related queries**, please contact your consultant in the branch directly.
- ◆ To escalate an issue, you can email payroll@swanstaffltd.co.uk or call **01322 743 200**.

By following these guidelines, we can ensure your payment is processed smoothly and on time.
Thank you for your cooperation!

Timesheet



SWANSTAFF

To be completed by the Temporary Worker in full to the nearest 15 minutes only using the 24 hour clock

Your Name John Smith Client Name Santa workshop HQ
 Job Title Labourer Client Address North Pole
 Your Signature J Smith Client Contact Name Santa claus

Please return your completed Timesheet to our dedicated Payroll team by FAX or EMAIL by 09.00am on Monday Morning

EMAIL: payroll@swanstaffltd.co.uk

To be completed by the Temporary Worker						To be completed by the Authorised Signatory after completion, please retain a photocopy for your records		
Date	Start Time	Finish Time	Hours Total	Total Breaks Taken	Total Hours Worked	Client Signature *	Name	Date
Mon 11/11/24	7:00	16:00	9	1	8	J.C	santa.C	15-11
Tue 12/11/24	8:00	17:00	9	1	8	J.C	santa.C	15-11
Wed 13/11/24	7:00	16:00	9	1	8	J.C	santa.C	15-11
Thu 14/11/24	7:00	16:00	9	1	8	J.C	santa.C	15-11
Fri 15/11/24	7:00	16:00	9	1	8	J.C	santa.C	15-11
Sat / /								
Sun / /								

*Declaration of Authorised Signatory: Total 40.

By signing this timesheet, I hereby certify that the details given above are a correct record of the hours, mileage and expenses of this temporary worker. I understand that an invoice will be raised from this timesheet. I also accept the Terms of Business of Swanstaff Ltd. I also confirm that I am authorised by the Client or, where applicable, the Local Authority, to sign and authorise this timesheet.

Official Use Only	
Timesheet No.	
Input By	

Timesheet



To be completed by the Temporary Worker in full to the nearest 15 minutes only using the 24 hour clock

Your Name _____ Client Name _____

Job Title _____ Client Address _____

Your Signature _____ Client Contact Name _____

Please return your completed Timesheet to our dedicated Payroll team by **FAX** or **EMAIL** by **09.00am on Monday Morning**

EMAIL: payroll@swanstaffltd.co.uk

To be completed by the Authorised Signatory after completion, please retain a photocopy for your records						
Date	Start Time	Finish Time	Hours Total	Total Breaks Taken	Total Hours Worked	Name
Mon / /						
Tue / /						
Wed / /						
Thu / /						
Fri / /						
Sat / /						
Sun / /						
*Declaration of Authorised Signatory:					Total	

***Declaration of Authorised Signatory:**

By signing this timesheet, I hereby certify that the details given above are a correct record of the hours, mileage and expenses of this temporary worker. I understand that an invoice will be raised from this timesheet. I also accept the Terms of Business of Swanstaff Ltd. I also confirm that I am authorised by the Client or, where applicable, the Local Authority, to sign and authorise this timesheet.

Official Use Only	
Timesheet No.	Input By

Swanstaff Customer Charter

Our promise to you:

- **Compliance First:** We will never compromise on compliance procedures for business gains. Our policies and processes are robust, and we are regularly audited to ensure adherence to the highest standards.
- **Going the Extra Mile:** We are committed to exceeding your expectations. We will work tirelessly to ensure that your experience with Swanstaff is positive, memorable, and meets your needs.
- **Open and Transparent:** We believe in clear communication. We will always be truthful and provide you with realistic expectations at every step of your Swanstaff journey.
- **Always Keeping You Updated:** While some elements of our service may be beyond our control, we will keep you informed and updated on progress. You won't be left in the dark.

Feedback Procedure

We are dedicated to delivering exceptional service and ensuring our Customer Charter is upheld at all times. Whether you've had a positive experience or feel a team member has gone the extra mile, we want to hear from you. Please send your feedback to enquires@swanstaffltd.co.uk so we can recognize and reward our staff for their hard work.

We'll occasionally contact you via email or phone to request feedback on our services. Please take a moment to complete these surveys—they are essential for helping us maintain a high level of service and identify areas for improvement.

In the Event of a Concern

If, on rare occasion, you do not receive the level of service you expect from Swanstaff, please follow these steps:

- ◆ **Contact Your Local Branch:** If you have a query or complaint, the first step is to reach out to your local branch directly.
- ◆ **Escalate to Payroll or Compliance:** If you need to escalate your issue, you can contact our Payroll or Compliance teams using the details provided in this guide.
- ◆ **Formal Complaint:** If you are not satisfied with the resolution within 7 days, please submit your complaint in writing to hr@swanstaffltd.co.uk. Our Senior Management Team will investigate the matter and ensure a timely resolution.

At Swanstaff, two of our core values are **exceeding expectations** and **treating everyone with respect**. If you feel that a member of our team has not upheld these values, please let us know so we can address the issue and continue to improve.

Thank you for trusting Swanstaff—we're committed to providing you with outstanding service.

Stay Connected



Swanstaff Ltd



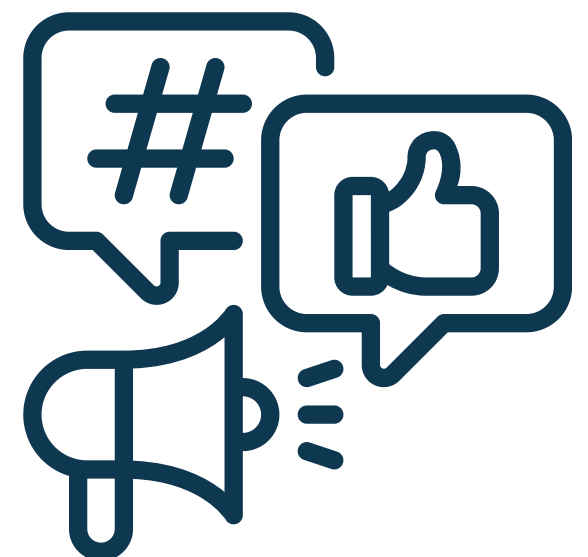
Swanstaff Ltd



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www.swanstaffltd.co.uk





SWANSTAFF

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Head Office

01322 743 200

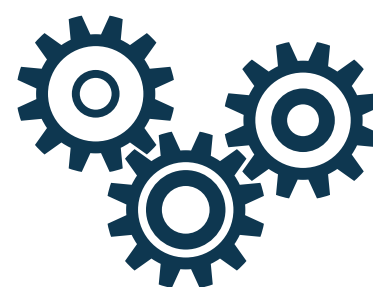
enquires@swanstaffltd.co.uk



Healthcare

01322 743 200

healthcare@swanstaffltd.co.uk



Industrial / Driving

01322 743 200

industrial@swanstaffltd.co.uk