



Temp Work FAQ's

Talent Care Team

0203 040 1912

kellytalentuk@kellyservices.co.uk



Introducing the Talent Care Team

Who should I contact if I have any questions relating to work, pay or AOB?

Talent Care Consultants

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kellytalentuk@kellyservices.co.uk

Contact Number

0203 040 1912

Always leave a voicemail for 'out of hours' calls with the following details and one of the team will respond accordingly.

Name, number, brief message.

Contact Hours

Monday to Friday 08.30am to 17.30pm

General FAQs



Q.) I am not able to make it to work today, who do I need to call?

- If you are unable to come into work for your shift, you should make every attempt to notify the **Kelly Talent Care Team** at least **one hour before** the beginning of your scheduled shift on 0203 040 1912
- If you need to report your absence outside of Kelly working hours which are 8:30am to 5:30pm Monday to Friday, then please ensure that you leave a voicemail detailing your: name, number and the reason for absence.
- You must then follow the Kelly client absence reporting procedure as specified during your induction with the client.
- Where possible we will provide you with our client's contact information, but we do suggest that you ask your assignment Line Manager for the best number to contact them on during your first week.

Q.) I am going to be late for work today, who do I need to call?

- If you are going to be late into work for your shift, you should make every attempt to notify the **Kelly Talent Care Team** at least **20 minutes before** the beginning of your scheduled shift on 0203 040 1912
- If you need to report your lateness outside of Kelly's working hours (8:30am to 5.30pm Mon to Fri) please ensure that you leave a voicemail detailing your: name, number and the reason for lateness.
 - You must then follow the Kelly client lateness reporting procedure as specified during your induction with the client.
 - Where possible we will provide you with our client's contact information, but we do suggest that you ask your assignment Line Manager for the best number to contact them on during your first week.

Q.) I would like to take some time off, how do I book annual leave?

Step 1

Check your holiday balance in 'ePaysafe' (e-payslip & holiday balance tool)

Step 2

Seek approval from Kelly Client Line Manager

Step 3

Once approved, request holiday dates in 'InTime' (Timesheet/Holiday Request Tool)

Step 4

Enjoy your holiday!

- We provide an ePayslip service through our payroll partner Dataplan and their online secure web portal, “ePaysafe”.
- Your holiday accrual balance can be found in your personal ‘e-paysafe’ account, please ensure that you have or will have accrued enough holiday days for the dates that you would like to take before requesting leave.
- Requests must be approved by your assignment Line Manager in the first instance, followed by the completion of a holiday request in Intime which will be automatically visible to Kelly Services TalentCare Team for final approval and payment.
- Once approved you must submit a formal request for holiday utilising the Kelly Services’ portal called ‘**Intime**’.
- An ‘Intime’ log in and guide will have automatically be forwarded to you upon starting to show you how to submit the request.
- A minimum of 1 weeks’ notice should be provided for 1 days’ leave and a minimum of 1 months’ notice is required for 1 weeks’ leave.
- Shortly after your holiday has been booked, the deduction will show up on your e-paysafe holiday balance.
- It is important to note that during the year it is possible there will client site shutdowns such as Christmas Day, New Years’ Day and Easter Sunday. Please familiarise yourself with your site-specific shutdowns upon starting. Kelly will also inform you as applicable and as confirmed by the client. Some sites will still also operate an on-call service.
- Bank holiday Payments will **NOT** be processed automatically. If you wish to be paid for any bank holidays, you will need to submit a formal request using the ‘Intime’ portal as mentioned above

Pay & Holiday FAQs



Q.) When does the Kelly holiday year start and end?

- The Kelly holiday year runs from January to December and ends on the first Sunday in January.

Q.) What is my holiday entitlement whilst working with Kelly?

- You are entitled to a minimum of 20 holiday days + 8 public holidays per year (Unless otherwise specified by the Talent Care Team – see below client enhancement entitlement)
- Client enhanced entitlements in line with AWR can be found in your 'Principle Written Statement' which would have been provided along with your contractual terms before you started working.
- Holidays can be booked in hours rather than days to provide flexibility on how our workforce can take their leave entitlement
- A minimum of 2 hours and a maximum of 12 hours can be booked on any one day
- Worked hours and holiday can be taken on the same day providing this does not exceed 12 hours but should only be requested as genuine holiday i.e., if you work 8 hours per day then 4 hours holiday can be claimed in addition to 4 hours worked.
- Holiday entitlement is pro-rata, dependent on your start date, this includes bank holidays
- Your holidays are accrued based on hours/time worked
- Your holiday payment rate will be based on your gross average daily rate over the previous 12 months worked (timeframe will vary depending on your length in service with Kelly i.e. if you have only worked for 7 weeks it will be based on the gross average daily over the previous 7 weeks)
- We are unable to approve unpaid leave, so all annual leave requests must be approved with ideally no less than the minimum required notice periods as specified above.
- Some workers may have enhanced annual leave dependent on the customer that they have been placed with in line with the Agency Worker Regulations. As a result, we have provided a grid below to show how much holiday entitlement will be accrued dependent on the days per annum workers are entitled to.

Days Holiday Per Annum	Working Days Per Annum	Multiplier Per Day
28	232	0.1207
29	231	0.1255
30	230	0.1304
31	229	0.1354
32	228	0.1404
33	227	0.1454
34	226	0.1504
35	225	0.1556
36	224	0.1607
37	223	0.1659
38	222	0.1712
39	221	0.1765
40	220	0.1818

Q.) When do I get paid?

Here are some key points about the Kelly Services payment process:

- Hours worked must be submitted by close of business on Sunday each week in order to be paid the following Friday.
- The Talent Care Team will provide instructions on how to present your hours worked depending on which customer you are working for.
- The payroll data is collated and prepared for BACS transfer on Wednesdays
- The working payroll week is Monday to Sunday
- You will be paid 1 week in arrears every Friday.
- We pay by BACS transfer directly to your Bank Account
- To receive payment into your bank by BACS you must first add your bank details during the ePaySafe (e-payslips) registration process (see below)

Q.) How can I see if I've been paid?

We provide an ePayslip service through our payroll partner Dataplan and their online secure web portal, "ePaySafe".

On the first Friday of your first working with Kelly you will receive both an email and a text message asking you to register with ePayslips.

- Part 1 of the activation code will be sent to the email address that you provided on your Kelly Application pack.
- Part 2 of the activation code will be sent by text message and will also be needed to log in.
- Once the registration process is complete, you will be prompted to submit your bank details. Failure to do this could lead to a delay in payment once you start.

Payslips are made available every Thursday providing a payment is due to be paid on the following Friday.

Documents such as P60's can be found here also.

- Your ePaySafe account will remain open in order that you can access payslips/tax documents at all times in the future.

Q.) Where can I find my P45?

If you find yourself in the fortunate position of securing a new permanent position and you have requested your P45, the P45 will be uploaded into your ePaySafe account. It can be located in the 'Documents' tab. Your ePaySafe account will remain active long after you have left Kelly in order that you can continue to access payslips and tax documents.

Q.) Where can I find my P60?

All tax related documents can be found in your ePaySafe account under the 'Documents' tab.

You will receive a P60 providing you are still working for Kelly at the end of the tax year which runs from 6th April through to 5th April. All P60's are uploaded into ePaySafe by 31st May at the latest.

Q.) How do I submit my hours worked?

'Intime' is the Kelly Services online timesheet management portal for all temporary workers. During your first week, you will receive an email entitled 'Welcome to InTime', followed by a separate email containing your InTime Password. User Information and registration details will be contained within the emails sent to you automatically. Please register on InTime as soon as you receive this request to prevent timesheet input delays.

As a temporary worker on assignment with Kelly Services you are required to **submit timesheets on InTime weekly** and no later than **CLOSE OF BUSINESS on Sunday** each week. Best practice would be to submit your hours during your shift on the last working day of the week.

Hours taken as annual leave should **NOT** be keyed into your weekly timesheet. Your Intime timesheet should only be used for actual hours worked. A holiday request must be submitted should you wish to be paid for annual leave. (See 'Booking Annual Leave' section)

Your Line Manager will be automatically notified when you have submitted your timesheet for approval, however, we encourage all workers to check that their timesheet has been approved to reduce issues relating to non-payment.

All approved hours will be processed by the Payroll Team and payments will be made via BACs weekly each Friday (one week in arrears)

Chargeable Expenses

Expenses can also be claimed via Intime. Should the need arise to claim expenses, you will be required to upload copies/scans of receipts.

- All receipts must be present for you to be able to be paid in full.
- Once submitted your Line Manager /Approver has 7 days to approve the expenses.
- Payment is made on the next available pay day (Friday) following approval.

If you experience any issues uploading your timesheet or expenses into InTime then please contact the Talent Care Team as soon as possible to prevent payment delays on 0203 040 1912.

It is important to note that you may still be asked to sign a 'Signing in and out' sheet on site which can be used for safety and security purposes. This does not form part of the timesheet process.

Some Kelly customers do not permit the use of InTime, since they may utilise another technology partner for the purposes of submitting hours worked. You will have been notified of this prior to starting your placement with Kelly and provided with instructions during your first week at work. If you are required to utilise our customer's own technology tool, you will still be required to submit holiday requests via Intime. As a result, you will still need to log in to the portal once log ins have been received.

Benefits FAQs



Q.) When does the Kelly holiday year start and end?

The Kelly holiday year runs from January to December and ends on the first Sunday in January.

Q.) Does Kelly offer a workplace Pension Scheme?

You will be automatically enrolled into the Government Workplace Pension Scheme (NEST) once you have met the qualifying criteria.

You may have seen publicity around changes in pension legislation. In summary, this legislation means that workers that meet a specific criteria, will be automatically enrolled in to a pension fund with both the employee and the employer making contributions to the fund. If you qualify, your contribution will be deducted direct from your salary.

Kelly have chosen to offer NEST as our workplace pension scheme provider to meet our employer duties and help you put money aside for your retirement. NEST is a qualifying pension scheme established to support automatic enrolment. NEST is a straightforward pension scheme that gives you one retirement pot for life. You can manage your retirement pot online with the flexibility to choose where your funds are invested.

Q.) When can I join the workplace pension scheme?

Kelly are deferring enrolment by the permissible three months and therefore the date we start automatically enrolling people who are eligible to be enrolled will be within their first 3 months of employment.

If you want to become a member of NEST before then, you'll need to let us know by contacting us on email at KellytalentUK@kellyservices.co.uk

You will be automatically be enrolled if you are;

- aged at least 22 but under State Pension age
- working, or if you ordinarily work, in the UK
- earning more than £10,000
- not already a member of a qualifying workplace pension scheme we provide.

You'll get contributions into your retirement pot from us and extra money from the government through basic rate tax relief, as long as you're making contributions too. You cannot opt out of this workplace pension scheme until you have been automatically enrolled and then any opt out can ONLY be managed by NEST.

Q.) I don't automatically qualify for the workplace pension scheme; — can I still join?

If you do not automatically qualify, you can choose to opt in to NEST if you are;

- not already a member of an existing qualifying workplace pension scheme
- aged at least 16 but under 75
- earning more than £5,772
- working, or if you ordinarily work, in the UK.

If you become a member of NEST you can make member contributions into your retirement pot. Kelly will contribute too, and you'll normally get money from the government through tax relief, as long as you're making contributions.

Workers who can ask to join that are not automatically enrolled or eligible

You can ask to become a member of NEST if you are:

- inside the age range mentioned above
- earning up to and including £5,772
- working, or if you ordinarily work, in the UK
- not already a member of a qualifying workplace pension scheme.

When you're a member of NEST you can make contributions directly to your retirement pot whenever you like. These contributions can be no less than £10. There's no duty on us to make the employer contributions. You will be able to contribute directly with NEST.

Q.) If I increase my pension contributions, will Kelly match the enhanced — payments?

Workers are entitled to increase how much they contribute towards their pension. Kelly will continue to contribute the minimum required contributions as set by the government which is currently set at 3%.

Q.) How do I find out more about the Kelly Workplace Pension — scheme?

If you'd like to know more about NEST, you can visit their website at www.nestpensions.org.uk or by searching online for NEST pensions.

Getting more information about pensions

- You can find out more about pensions and being a member of NEST by visiting www.nestpensions.org.uk
- You can also get general information on pensions and saving for later life from www.direct.gov.uk/workplacepension.

- If you have any questions about contributions or your enrolment, please contact kellytalentuk@kellyservices.co.uk

Q.) How do I opt out of the workplace pension scheme?

You can only opt out of the workplace pension scheme once you have been auto-enrolled. In order to opt out,

you must contact NEST directly. Please see the link below.

www.nestpensions.org.uk/schemeweb/memberhelpcentre/opting-out/how-to-opt-out.html

Q.) Am I entitled to Sick Pay?

In the unfortunate event that you are absent from work due to sickness, all temporary workers are entitled to Statutory Sick Pay (SSP). For more information, please visit: www.gov.uk/statutory-sick-pay or speak to the Talent Care Team who will be able to support you.

Q.) What is the Kelly PAYE HMRC contact and reference number?

For those who require employer tax information with regards to working tax credits, tax code enquiries or any other matter relating to HMRC please use the following information.

Payroll Number:	Please refer to your payslip
PAYE Ref No:	846/K100
Employer's Address:	Kelly Services UK (Ltd) Apple Market House, 17 Union Street Kingston-upon-Thames Surrey, KT11RR
Contact Number:	0845 300 0627

Training FAQs



Q.) Do Kelly offer any learning and development support?

As a Kelly Services Temporary Worker, we provide you with access to our learning and development platform that enables you to learn new skills... The most exciting thing of all is that you can learn at your own pace and it's absolutely free.

The Kelly Learning Centre (KLC) is delivered by Percipio. You will find unlimited access to courses and audio books on a wide span of topics, including productivity and collaboration, business skills, technology and development and certifications such as Project Management Institute (PMI), Six Sigma, SHRM, Cisco and more.

You will be provided with a log in shortly after starting with Kelly. If you haven't received it get in contact with the Kelly Talent Care Team on 0203 040 1912 for further support and information.