



CANDIDATE HANDBOOK

Welcome to max20 Ltd.

max20 Ltd specialises in the provision of Contract staff exclusively to the NHS under the Crown Commercial Service Framework NMNC Agreement Number: RM971 (and its successors) and Health Trust Europe. We supply our services via the mechanism of a UK Limited Company or Umbrella 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 or an associated supplier.

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. The Terms and Conditions will have been emailed with your Assignment Schedule and can also be found on the max20 website under the "downloads" section.

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

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 endeavor to resolve them as soon as possible.

DAY ONE RIGHTS (not applicable to Ltd Companies)

Under the Agency Workers Regulations 2010 the following will apply. Liability is with the End User 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

Manual Timesheets

At the end of each week your timesheet needs to be completed, authorised by the appropriate End User Line Manager, and returned to max20 (by fax, post or e-mail) no later than 5.00 pm Monday, following the week worked. Periods of sickness must be marked "S", likewise holidays marked "H".

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 hours per day. All times should be rounded up or down to the nearest quarter of an hour.

Any Overtime/Bank Holiday payments must be authorised by max20 and the End User prior to undertaking the additional work.

Also complete the timesheet, and relevant expenses form (if applicable), 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 and pre- authorized by the End User.

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.

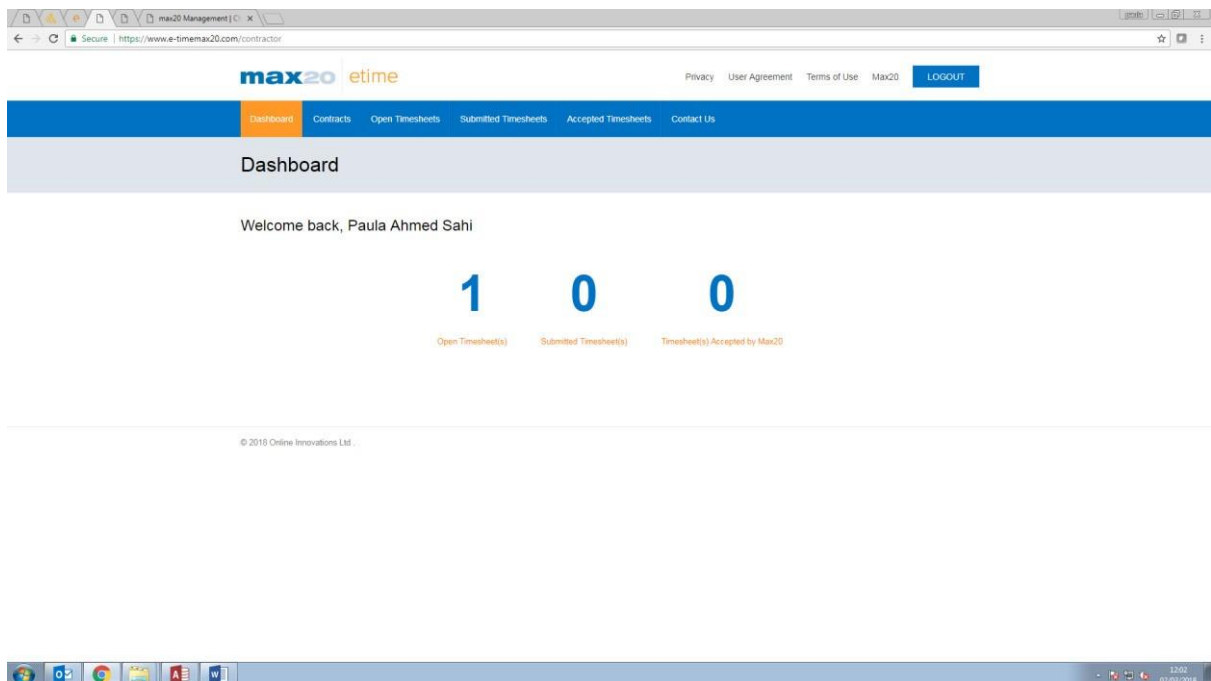
Do not send timesheets or invoices direct to your recruiter as this may delay the processing of your payments. They need to be sent to admin@max20.com

Electronic Timesheets – E Time

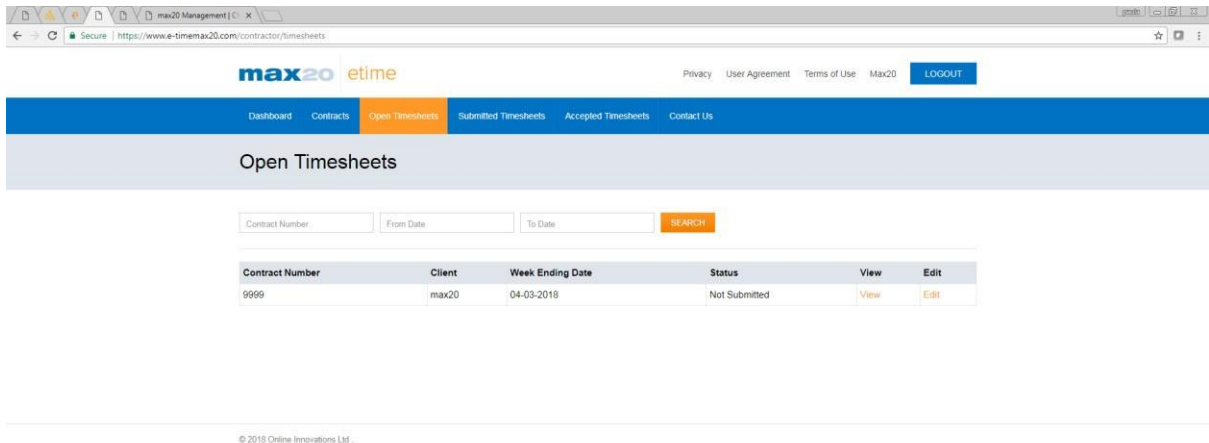
Contractor Procedure for e-timesheets

The address for the e-time portal is <https://www.e-timemax20.com> where you can log on using the personal email address provided to us and initially by following the forgot password link. You should receive a system generated email once your account has been set up but if you haven't, please follow the instructions on the above link. Once logged in, you should change your password to something memorable.

You will then be presented with the following screen which is your dashboard

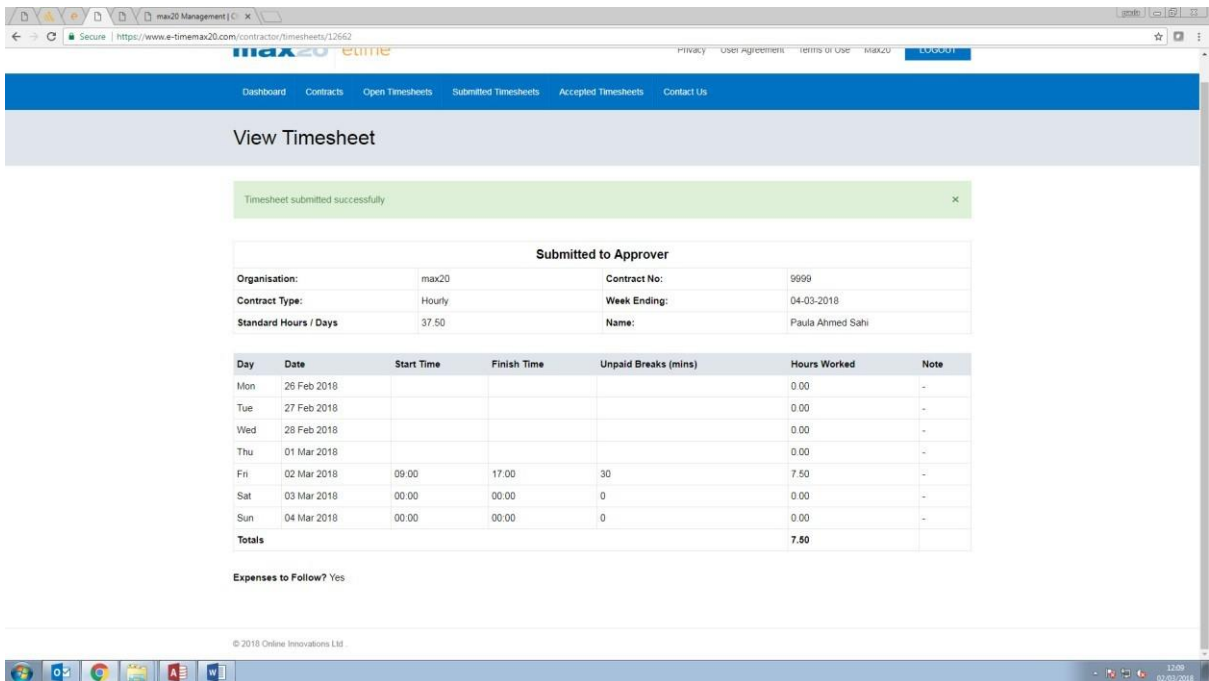


Click on open timesheets and then click on edit to add your hours for the relevant week



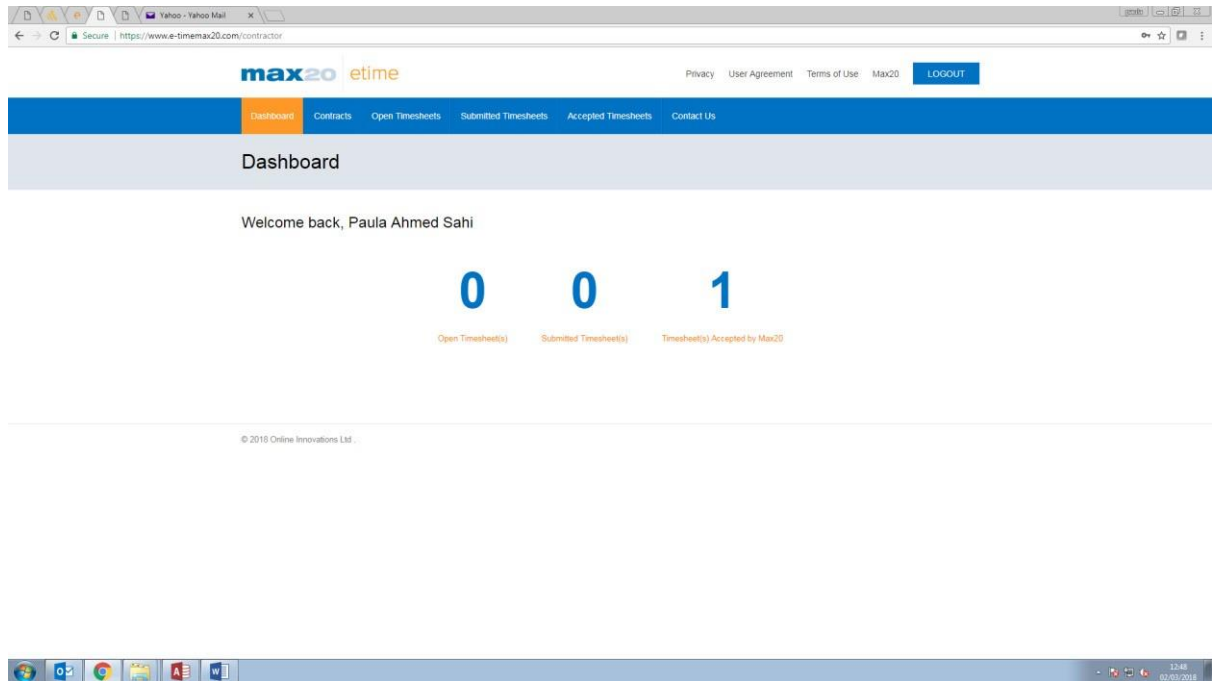
Add the hours worked and any breaks taken and if you have not worked on any day, select the reason why from the drop down menu. If you will be claiming business expenses, tick the expenses to follow box and email your authorised expense form to admin@max20.com (the portal doesn't support adding expenses at the moment)

Once you are happy with the information entered, select submit timesheet and you will see a message asking you to confirm that you wish to submit it. You will then see a copy of the timesheet with the message timesheet submitted successfully



The primary approver of your timesheet (usually your line manager) will receive a system generated email informing them that a timesheet has been submitted for their approval followed by the link to make the approval. If the primary approver has not approved your timesheet within 3 working days, the secondary approver will then receive an email asking them to approve it.

Once the timesheet has been approved by your manager and max20 have accepted it, you will then receive an email informing you of this. If you then check your e-time account, you will be able to see on the dashboard that you have an accepted timesheet.



If you are working through a Limited Company you will need to email an invoice to admin@max20.com and if you work through an umbrella company other than BSL Umbrella, you will need to provide them with your hours via their portal or by emailing a copy of your timesheet to them, depending on what system they use. BSL Umbrella have access to our e-time portal so if you are working through them, you do not need to do anything further expect provide them with a copy of your business expenses where applicable.

HOLIDAY

Umbrella Company Contractors: Holiday pay is included in your pay rate.
Any time off or holiday must first be agreed with max20 before requesting from the End User.

Limited Company Contractors: max20 is to be advised, in advance, if you are not available for any periods during this assignment.

TEMP - PERM

"Temp to Perm" - quite often, max20 contractors are offered the opportunity to become a

permanent employee within the End User's organisation. This is within the scope of our agreement and handled correctly will incur no additional cost to the End User(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 End User 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 End User no later than 1 hour after your start time. This must be done verbally (not via e-mail or answerphone)

NOTICE PERIOD

You are working on a contract for services and we would expect you to complete the duration of the contract. If you require to give notice, this would be dependent on the notice terms stated in your contract schedule and must be discussed & agreed with max20, **NOT** the End User..

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 End User 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 Crown Commercial Service Framework, End Users must advise all contractors regarding Health & Safety whilst working within the NHS. On-line training is also provided by max20 which has to be completed prior to starting on site.

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

1. All information that:-
 - a. is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;

- b. relates particularly to client or max20 business, or that of other persons or bodies with whom we have dealings of any sort; and
- c. has not been made public by, or with our/client authority;

shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment howsoever arising), use or disclose such information to any person company or other organisation without prior written consent.

- 2. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.

GDPR

We collect and process personal/sensitive data only so far as is necessary to ensure we conform to legal requirements and the various frameworks on which we have been appointed and solely for the purpose of recruitment. If a situation arises, we will use the information provided to protect members of the public against dishonesty, money laundering or fraudulent activities. We will never sell your personal data. We will retain your data for up to 2 years and contact you towards the end of this period to verify if you would like your details to be retained or deleted. If you are not in contract with us, you can request removal of all or part of your documentation at any time.

ANTI-CORRUPTION AND BRIBERY

If, in the course of your contract, you suspect or become aware of any corrupt practise, this must be reported to max 20.

You must not:

- a. give or offer any payment, gift, hospitality or other benefit in the expectation that a business advantage will be received in return, or to reward any business received; or
- b. accept any offer from a third party that you know or suspect is made with the expectation that we will provide a business advantage for them or anyone else.

GIFTS

In order to maintain the integrity of both yourself and the Company, any gifts, benefits or invitations to subsidised events etc. must be disclosed to your direct Line Manager. You should not accept any high value gifts or invitations without prior authorisation.

END USER EQUIPMENT

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

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.

Revised July 2019