

## **INTRODUCTION**

Congratulations on securing your new contract position with GoldCrest.

GoldCrest prides itself on providing a high quality service to its clients and candidates and ensures that it complies with all applicable codes of practice, standards and regulatory requirements. GoldCrest is a member of the Recruitment and Employment Confederation and has also achieved accreditation to ISO 9002.

Whether you are a 'first time' contractor or are an experienced consultant, please read through the following information and keep it safe as it not only provides you with a complete record of the documentation that you will need to provide us with, but it also serves as a source of reference for contact points at GoldCrest, invoicing procedures etc.

## **YOUR ASSIGNMENT**

Your GoldCrest consultant will have already briefed you with a detailed specification of the assignment you will be undertaking. If you are unsure or have any difficulties in fulfilling the assignment, please contact your representative.

## **CUSTOMER CARE**

GoldCrest expects that each of its suppliers uses its best endeavours to promote and protect the interests of GoldCrest and its clients at all times during their assignment. Suppliers must be courteous and polite and act in a professional manner at all times.

## **DRESS CODE**

GoldCrest suppliers must conform to standards of dress and appearance, which are appropriate to their positions and client contact. It is not possible to lay down in advance specifications of dress and appearance and you must therefore comply with a reasonable instruction in this respect.

On the first day of your assignment it is always better to dress in business attire as this will create a positive impression and will give you the opportunity to understand the local office culture.

## **HEALTH AND SAFETY**

It is the policy of all GoldCrest clients to provide and maintain safe and healthy working conditions, equipment and systems of work and to provide such information or training as required. GoldCrest suppliers must familiarise themselves and adhere to the health and safety policy within their allocated work place.

Suppliers must note that they have a duty in law to act responsibly and to take reasonable care for the health and safety of both themselves and others who may be affected by what you do (or leave undone).

## **USE OF EQUIPMENT, SOFTWARE AND MATERIALS**

It is prohibited for any GoldCrest supplier to load or use software, which has not been provided by the client, on to the client's equipment (other than with the express written authority of the client).

Equipment, facilities or materials must not be removed from the client site without written permission from the client.

Suppliers are not permitted to inappropriately browse the internet on the client's equipment.

## **PRIOR TO COMMENCEMENT OF YOUR ASSIGNMENT**

### **Contract Documentation**

Your new assignment details have been passed to our contracts department in order to raise the contract paperwork. As a PAYE contractor we require the following documents **before we can make any payments to you.**

- Signed copies of the contract agreement
- A completed Starter Form and Bank Details (a form is enclosed at the back of this pack for your use)
- Proof of ID i.e. a copy of your passport / driving licence and visa (if applicable)

*The above documents are acceptable via*

Email: [payroll@goldcrestpayroll.com](mailto:payroll@goldcrestpayroll.com)

Fax: 0871 208 2086

**PLEASE NOTE THAT PAYMENTS CANNOT BE MADE UNTIL ALL CONTRACT DOCUMENTATION HAS BEEN RECEIVED. FAILURE TO PROVIDE ALL THE ABOVE DOCUMENTATION WILL RESULT IN DELAYED PAYMENTS TO YOU.**

### **ON YOUR FIRST DAY**

The GoldCrest team will have provided you with details of where, when and to whom you need to report to on your first day. If you are unsure or have not received confirmation from us please feel free to contact me on **0207 0250 172**.

If for any reason you are delayed on your first day please make sure you contact us as soon as possible in order for us to inform the client.

## **PAYMENT PROCESS**

GoldCrest wishes to make sure that all suppliers receive accurate and prompt payment. In order to help us please take time to read the following information and make sure you provide us with all the relevant documentation.

### **Timesheets**

Enclosed with this information pack you will find a timesheet for your use. Timesheets are also available from our website [www.goldcrestpayroll.com](http://www.goldcrestpayroll.com) Useful Things. Timesheets should be completed each week/month for all hours/days completed by the supplier and must be in a legible format. Any corrections will need to be signed by the client.

If you are hourly paid, please ensure that all hours entered on the timesheet are in 15 minute intervals. Timesheets received which contain hours worked that are not to the nearest 15 minutes, will be rounded up or down accordingly.

Once completed, the timesheet needs to be signed by the supplier and by an authorised signatory of the client.

**Unless otherwise stated your authorised timesheets should be faxed to 0871 208 2086. Alternatively, authorised timesheets may be scanned and emailed to [payroll@goldcrestpayroll.com](mailto:payroll@goldcrestpayroll.com)**

**Any queries relating to timesheets and payments should be made to the Payroll Department on 020 7025 0137 or email to [payroll@goldcrestpayroll.com](mailto:payroll@goldcrestpayroll.com)**

### **Expenses**

Unless expenses have been authorised in writing by the client, GoldCrest are under no obligation to reimburse the supplier for any expenses incurred. However, if the client does authorise expenses you may claim these by submitting to GoldCrest the authorised expense form (usually obtained from the client) along with all relevant receipts.

### **Payment and Transfer of Funds**

Once timesheets have been received and checked by our payroll department payments can be made.

Enclosed at the end of this information pack you will find a payment schedule detailing timesheet periods, deadlines for submitting timesheets, and the date funds will clear in your bank account.

### **Change of Details**

If you change your address, bank or bank account details please inform GoldCrest as soon as possible. These details will be passed to our contracts department and payroll departments in order to make sure that all correct documentation is updated and there are no delays in payments to you.