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**Welcome to Staffing Match**

Staffing Match is one of the fast growing agencies in UK and we are happy that you decided to join our team and work with us. Staffing Match recognise that our candidates are central to our business and we are always here to answer any queries you may have.

**Please see below some useful information.**

**Site Details:**

* Unit 3 4/8 Ravens Way, Crow Lane Industrial Estate, Northampton NN3 9UD

**Onsite Contact Details:**

* Justyna Fiutowska - Recruitment Consultant

07590882195 [justyna.fiutowska@staffingmatch.co.uk](mailto:justyna.fiutowska@staffingmatch.co.uk)

* Magda Opoka – Regional Manager

07397573561

**ON YOUR FIRST DAY AT WORK**

Please arrive at least half an hour prior to your shift. Report to the gate house then find your name on the Staffing Match list and put your signature next to your name. You will need to repeat this process before and after your shift daily. If your name is not on the list then please add it to the bottom of the sheet. After you have signed in please make your way to the canteen where Justyna the Staffing Match Recruitment Consultant will meet you and will provide you with a high vis vest. Induction with our client will take place on the actual shift you are booked to work. This includes a 15 minutes video which you will need to listen to very carefully.

**Parking**

Unfortunately, there is no parking provided but you can park your car in surrounding area on the industrial estate.

**Attendance Policy**

* If for any reason you are sick or unable to attend your shift you MUST inform us at least 1 hour prior to your shift by calling this number 07590882195.
* Please be aware that attendance is monitored. On your return to work you will required to complete a “return a work form” and this will be held on your file.
* Failure to follow the attendance policy or repeated absence may result in disciplinary action.

**Shift / Pay Rates**

* Day shift 8.00 -5.00 pay rate £8.21
* Overtime is often available and £0.15p enhancement is paid on top of the standard hourly rate.

**Lateness**

If you are running late for work please ensure you enter the warehouse at the closest quarter of an hour. For example if you arrive at 8.05am, please do not enter the warehouse to start work until 8.15am.

**Breaks**

* The breaks are unpaid
* For the 8.00 -5.00pm you will receive 3 breaks 2 x 15 minutes and 1 - 30 minutes

**Bonus**

* Bonuses are on offer in a number of departments and are payable weekly upon the achievement of set targets.
* The bonuses are set up separately for each department. You will be informed by your team leader/supervisor what the targets are for each department.

**Payroll**

* You will be paid on a weekly basis into your bank account each Friday for the hours worked in the previous week.
* If you don’t have your own bank account we can pay you by cheque but expect you to provide your own account details within 4 weeks. Please be aware that banks will charge you a fee to cash your cheque.
* If you have any payroll queries, please contact Justyna Fiutowska 7.30 -4.00 Monday to Friday

**Payslips**

* To receive a payslip you will need to provide a valid email address. The payslips are sent via email every Thursday. If you do not receive a payslip, please contact Justyna.
* Please be aware that some email addresses like yahoo.com sometimes has issues receiving payslips please check your spam folder.

**Change of Details**

* If any of your details change eg address , bank details , email address please let us know at your earliest convenience so we can amend our systems accordingly and ensure accurate payment.
* P45
* If you want to request P45 you have to contact Staffing Match payroll department by sending your request on email to payroll@staffingmatch.co.uk

**Uniform policy**

* Staffing Match High Vis Vest and safety shoes are to be worn at all times.
* During the winter time we advise you to dress up warmly as the warehouse can be very cold.

**Holiday Policy**

* If you would like to book a holiday please complete a holiday form, these are located in the canteen and need to be handed to your team leader or supervisor.
* You must give at least 7 days’ notice for a short break up to 3 days and 14 days notice for a longer holiday.
* Candidates can only take holiday which has been accrued. Your holiday year starts from your first day of assignment and ends on your year anniversary.
* The holiday can be on any day of the week between Monday – Friday as long as the overtime day is shown for the purpose of the rota. Please note this type of rota should not be used to generate the worker extra income, avoidance of taking time away from work, or using up holidays as they are coming to the end of their year. Ideally holidays plus overtime should be used as an exception as we have a duty of care to all our workers.

**Canteen**

* There is a canteen on site where you will find microwaves, fridges and vending machines. Food and drink is NOT to be taken into the warehouse.
* CCTV is in operation in the canteen

**Lockers**

Your personal belongings can be stored in the lockers located in the canteen. If you don’t have a locker you are allowed to take your money, documents and mobile phone with you but you are not allowed to use mobile phones on the shop floor.

**If you have any problems or queries**

You can always call Justyna or you can see her on your break every Friday between 2.30pm and 3.30pm

If you have any questions, please do not hesitate to contact us.

We look forward to working with you.

Kind Regards

The Staffing Match Team



www.staffingmatch.co.uk