

## Contact Information

Email : [hello@gbnassociates.co.uk](mailto:hello@gbnassociates.co.uk)

Office Line : 01268 567000

Holiday Email : [basildonholidays@gbnassociates.co.uk](mailto:basildonholidays@gbnassociates.co.uk)

Welcome to GBN Staffing. We appreciate you choosing us and we hope to work alongside you to help you with either short time work needs or a more career-driven placement.

This document will lay out everything you need to know while working with us, including pay and holiday, absence policies, assignment policy and any other FAQs. If what you are looking for is not included in this PDF, then please call our office on the main line number above.

## Pay

While working with GBN, pay is weekly. You will be paid for the work you did in a particular week on the Friday after. This can be seen as a 'week in hand', however it is because we receive timesheets from clients on either Monday or Tuesday after the previous week. We always run payroll on a Tuesday, a pay slip will be sent to the email address you have provided us, pay will then arrive in your account on Friday.

If you have any payroll-related queries, please contact us on the office line and we will look into this for you. Please make sure to contact us rather than your assigned company as they do not run your payroll, therefore they will be unable to help with issues.

## Holiday

You do accrue holidays while working with us. This is at a rate of approx. 2.33 days per month, while working full time (5 days per week). Your holiday will start on the day you begin work, not register, so make sure to note that date. It will then run from that date to the same next year.

Example:

Start work – 23<sup>rd</sup> February 2025

Holiday Reset on – 23<sup>rd</sup> February 2026

In the time between these two dates, it is a case of use it or lose it, meaning it will not carry over or you will not get automatically paid out at any point, therefore keep on top of your holiday at as much as you can.

At no point will you know how much holiday you have saved up, so please give us a call on the office line at any point after 12:00pm and we will let you know how much you are currently sitting on.

Lastly, in terms of booking holiday, you must give us double the amount of notice, in clear working days (only Monday to Friday), as to the number of days you would like off. Examples are below.

1 DAY HOLIDAY = 2 CLEAR WORKING DAYS NOTICE

1 WEEK HOLIDAY (5 DAYS) = 2 CLEAR WORKING WEEKS NOTICE (10 CLEAR WORKING DAYS)

Failure to give us correct notice will result in refusal.

All holiday requests must be sent to [basildonholidays@gbnassociates.co.uk](mailto:basildonholidays@gbnassociates.co.uk) or can be done in branch.

Some companies have set holiday procedures themselves that must be adhered to alongside our own policy, please refer to any details sent across via WhatsApp or Email that will explain those particular policies.

## **Absence Policy**

We have changed our absence policy, starting from March 2<sup>nd</sup> 2026. It is outlined below.

For any absences, we require you to call our office number at the latest 1 HOUR before your shift is due to start. If this is prior to our opening time of 07:30, then please leave a voicemail message and we will call you back as soon as possible. Please leave your name, company where you are currently working & reason for illness.

A TEXT OR WHATSAPP MESSAGE IS NOT DEEMED A REASONABLE ATTEMPT TO INFORM US OF ABSENCE, IT MUST BE DONE VIA A CALL. THIS MAY RESULT IN DELAYS TO SSP IS APPLICABLE.

## **While On Assignment**

As a recruitment agency, we expect all of our workers representing us on client sites to show professionalism, reliability and a strong work ethic at all times. This includes arriving punctually, adhering to site rules and health and safety procedures, wearing correct PPE, and following all reasonable instructions from supervisors. Staff should keep a respectful attitude towards managers, colleagues and customers, communicate clearly regarding any issues, and uphold high standards of conduct, productivity and teamwork. As representatives of our agency, your behaviour, appearance and performance should reflect positively on both our business and the client organisation.

**IMPORTANT!** - If you do not enjoy the role we have you assigned to, please adhere to our procedure in which we would prefer as much notice of this as possible, see the rest of the day

out and then we will go from there. This is highly appreciated and will go a long way in keeping you working with us long term.

If there are any questions regarding particular sites, that are not outlined in the client details sent across before starting, please contact us on the office line.

## **Other FAQs**

Other questions outside of what is above are best answered by us in branch, therefore giving us a call would most likely be the best course of action, however a few common questions are below.

Q – Do we do advances/subs in pay?

A – No. We do not offer any kind of advances or subsidiaries.

Q – Am I employed by GBN Staffing or the company at which I am working?

A – You are employed by us, GBN Staffing. You are employed under a contract for services. This means that you are providing a service to a client on behalf of GBN Staffing, rather than working directly for that company. You are also a PAYE worker, so not a self-employed role. We handle your tax and national insurance contributions as well. On a temp to perm contract, you would be transferred over to the hiring company after a minimum period, usually 13 weeks.

Q – When will I start paying into a pension?

A – This starts after working for GBN Staffing for over 3 months. If you would like to opt out of pension payments then please give us a call on the office line and we will talk you through the process.

Q – What should I do if I have an accident at work?

A – This must be entered into the client company's Accident Book, in order to log what has happened. At that point, you must contact GBN Staffing immediately. This would also stand true if there is any other kind of issue regarding any grievance you have with either the client company or another member of staff on site. You must remember to contact us before anything else.