



Associate Handbook



Have Questions?

Don't worry. We've got you covered with this essential info.



Keeping us Informed

It is important that you keep us informed of any changes to the following details.

03.

Personal Details

Name, address, telephone number and email address



PSC Details

Name or address changes, VAT number (if you are VAT registered)



Bank Details

Business bank account details (not required for Umbrella Workers). See page 8 for details on how to do this



Umbrella Details

Any changes you would like to make to your Umbrella Company





What do we expect from our Associates?



From Day 1 of your assignment with us you are a steward of the Grovelands brand and its reputation. Your stewardship extends to all individuals that you engage with - our own staff, our partners, our clients and customers.

We are deadly serious about our commitment to you and your responsibility and we'd like you to at least match us on this. The level to which you take this responsibility will ultimately determine the longevity of your time working with us.

We have the following three core values we expect to see demonstrated by our associates:

Discernment

We expect you to use good judgement by:

- ✓ Telling our client what they need to hear, not what they want to hear
- ✓ Surfacing issues when they appear, tackling them pragmatically or escalating in a balanced way
- ✓ Adhering to the policies and procedures set by our clients - there are no short-cuts

People Focus

Our clients problems become our problems and we want to find a solution

- ✓ Be easy to do business with
- ✓ Put in what is required to do an excellent job
- ✓ Have everyone's back

Relationship over Income

You put doing the right thing above financial reward

- ✓ See things through the eyes of our customers
- ✓ When you finish your assignment the place is better for you having been there
- ✓ Working hard and diligently to conclude the assignment on time



How do I submit my timesheets?

Time spent on client projects needs to be recorded on Grovelands' online timesheet and billing system - InTime.

timesheets.grovelands.co.uk

When you are proposing to take leave, ensure that this is agreed with the client well in advance and that this takes into account the work schedule under the assignment.

For an easy how-to guide, please click the following video link

InTime Guide

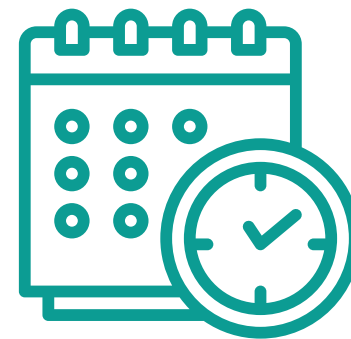




What is an Invoicing schedule?

Attached to your Welcome Email is an invoicing schedule. This document sets out the dates on which your invoice will be generated, the cut off for any queries you might have and when your payment will be made. This schedule will come directly to you if you are working via a limited company.

If you are working via an umbrella company, please speak with them regarding when you receive your payments.



Please note: If a timesheet is not submitted on time, and misses the cut off period for that month, it won't be included in that monthly invoice and cannot be paid until the following payment date.



What happens if I am unable to make it to work?

If you are unable to make it onto site for any reason, please contact your Line Manager AND Grovelands Relationship Manager within half an hour of your usual start time.

All other authorised absence, holiday or otherwise, should be agreed with your Line Manager in advance.



Once approved, any authorised absence should be passed on to your Grovelands Relationship Manager and should be accurately reported on your timesheet for that period.



PSC Workers

Important Information

● **How are fees invoiced?**

We process invoices on a monthly basis. These are generated from the time that has been approved in InTime throughout the month. InTime is a self-billing system - this means that Grovelands will generate this invoice on your behalf.

As a limited/PSC company, you will have received a self-billing agreement which will allow us to generate these invoices on your behalf.

● **How do I change my company bank details?**

These can be accessed by logging on to your InTime account and by clicking on: My details >> Personal Details >> View Bank Details.

Please ensure your limited company bank details are submitted or amended on InTime by the invoice query deadline on your invoicing schedule.

Please note: We can only make payments to the bank account of your limited company

● **How and when do Grovelands make payment?**

We process invoices on a monthly basis. These are generated from the time that has been approved in InTime throughout the month. InTime is a self-billing system - this means that Grovelands will generate this invoice on your behalf.

As a limited/PSC company, you will have received a self-billing agreement which will allow us to generate these invoices on your behalf.

Please note: Once you invoice over a certain threshold you need to be VAT registered.



Umbrella Workers

Important Information

● **How are fees invoiced?**

We process invoices on a monthly basis. These are generated from the time that has been approved in InTime throughout the month. InTime is a self-billing system – this means that Grovelands will generate this invoice on your behalf.

We will send your self-billed invoices to your Umbrella Company for you.



● **How and when do Grovelands make payment?**

Our payment method is by monthly BACS, directly to your umbrella company.

We will raise your self-bill on the date indicated on your invoicing schedule to your umbrella company. The instruction to pay your umbrella company will be sent 5 days ahead of your due payment date as per your invoicing schedule. Your umbrella will then issue you with a payslip and pay you on their agreed payment date.

If for any reason invoices/timesheets miss the above runs they will be processed the following month.

● **How do I change my bank details?**

As Grovelands do not make any payments directly to Umbrella workers, it is your responsibility to keep your chosen Umbrella company informed of any changes to your bank details.



Further Questions? Clarifications?

We'd love to help!
contactme@grovelands.co.uk

ASSOCIATE HANDBOOK