



**Temporary Staffing Service:  
Service Agreement for Workers  
(February 2016)**

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## GENERAL

This agreement covers the Temporary Staffing Service's (TSS) commitment to you for the following areas:

- Registering with the TSS
- Assignments
- Getting paid
- Performance and conduct
- Review and development

## THE TSS TEAM

### **TSS Manager: Laura Gibson.**

T: 0117 42 82223, E: [laura.gibson@bristol.ac.uk](mailto:laura.gibson@bristol.ac.uk)

Lead responsibility for the TSS, providing advice to recruiting managers and dealing with issues relating to assignments and service provision.

### **TSS Adviser: Harriet Hanson**

T: 0117 42 82218, E: [harriet.hanson@bristol.ac.uk](mailto:harriet.hanson@bristol.ac.uk)

Lead responsibility for the recruitment, registration and deployment of temporary staff and key contact for recruiting managers.

### **TSS Administrator: Joe Travers**

T: 0117 42 82217, E: [j.travers@bristol.ac.uk](mailto:j.travers@bristol.ac.uk)

First contact for enquiries and support issues. Main contact for temporary staff and managers requiring support or advice.

### **TSS Administrator: Lucie Rose**

T: 0117 42 82220, E: [lucie.rose@bristol.ac.uk](mailto:lucie.rose@bristol.ac.uk)

First contact for enquiries and support issues. Main contact for temporary workers and managers requiring support or advice.

### **TSS Administrator: Sacha Russell**

T: 0117 42 82224, E: [sacha.russell@bristol.ac.uk](mailto:sacha.russell@bristol.ac.uk)

First contact for enquiries and support issues. Main contact for temporary workers and managers requiring support or advice.

### **TSS Administrative Assistant: June Powell**

T: 0117 42 82219, E: [june.powell@bristol.ac.uk](mailto:june.powell@bristol.ac.uk)

First contact for enquiries and support issues. Main contact for temporary workers and managers requiring support or advice.

## GENERAL ENQUIRIES

Please email [tss-mail@bristol.ac.uk](mailto:tss-mail@bristol.ac.uk)

## OUR LOCATION

We are based at 65 Woodland Road, Bristol, BS8 1UL.

The TSS is open for enquiries between 0800 and 1700 Monday to Friday except for Bank Holidays and Closure Days.

## CONTACTING US

- **Email:** All enquiries by email will be dealt with as soon as possible, but we will always aim to reply within the same day and within 24 hours where this is not possible. Where we have to obtain further information to deal with your query, we will give you regular updates on progress.
- **Telephone enquiries:** Where possible, telephone calls will be answered immediately. If a voicemail is left with a member of the team, we will aim to return your call the same day if it is received during office hours and within 24 hours where this is not possible. Where we have to obtain further information to deal with your query, we will give you regular updates on progress.
- **Personal callers:** We are happy to receive personal visits from our temporary staff members. However, as the TSS office is very busy we ask that you contact the appropriate staff member to arrange a convenient appointment to ensure that we are available to speak with you. When making your request, please indicate if you wish your discussion to take place in private so that we can make the necessary arrangements for an in-confidence discussion. Please note that meetings can only be held during our office hours.
- **Hard copies of correspondence arriving into the TSS:** Dependent on the nature of the correspondence, we will aim to reply (usually via email) within 5 working days of receipt, although we will send an acknowledgement of receipt of the correspondence the same day. Where a longer response time is necessary due to the nature of the correspondence, we will give you regular updates on progress.
- **Hard copies of correspondence leaving the TSS:** All correspondence will be signed and dated by the relevant TSS member. Letters and envelopes to staff will be marked '*Personal – Addressee only*'.

## FEEDBACK FROM YOU

We would appreciate your feedback on the assignments you complete, and on the level of service you receive from us. At the end of each assignment, we will send you a feedback form and we would appreciate your response. Your contribution will be used to help inform the continued development and improvement of the service we offer.

## COMPLAINTS

If you have a concern or wish to complain about the manner or method with which you feel you have been treated, in the first instance please write to the TSS Manager and mark your letter as '*Private and Confidential*'. She will deal with your complaint as quickly as possible, and will aim to provide a response in writing within 5 working days.

## REGISTERING WITH TSS

Individuals with an interest in joining the TSS will complete an application form in the first instance. The TSS team will review your application to confirm that your skills and experience match the current demand for temporary workers. If your application is successful at this stage, you will be invited to proceed to complete an online test, and we will follow up on your references. We will review your test results, and if you are successful we will then invite you to a registration interview.

The registration interview and tests are an important stage in the recruitment process and must take place prior to you being registered as a candidate for the service. They enable the TSS team to learn more about you and your requirements, and helps to identify future assignments that match your skills and availability.

The next stage of registration will be induction and training. We will aim to complete your induction on the day of interview. This will include your initial review and self-assessment to inform your future personal and professional development. We will arrange training in core IT systems at a later date when you have a username and password in place.

### Our commitment

- **Invitation to interview/tests:** All candidate applications will be dealt with promptly. We will aim to acknowledge your application within 24 hours of receiving it. If you are unsuccessful, we will advise you whether you will be eligible to reapply to the TSS in the future. Where applications are successful, we will aim to invite you for an interview and tests within one week of our initial contact with you.
- **References:** We will aim to follow up all references prior to interview.
- **Interviews and tests:** We will provide feedback on test results during the interview, and will confirm whether you have been successful in your application on the day of interview. We will also undertake pre-employment checks on the day of interview.
- **Induction and training:** We will aim to complete your induction on the day of interview. We will aim to arrange your IT training within one month of registration with the TSS.

### What we need from you

To enable us to register you quickly, we need some help from you:

- **When completing the application form, we ask that you provide full and accurate information on your skills and experience.** This will help us to confirm that they match the current demand for temporary staff, and increase your chances of a successful application.
- **It is important that we can take up references prior to interview, so please provide accurate contact details and inform your referees that we will be contacting them.** We will be unable to register you with the TSS until we have received satisfactory references.
- **Please ensure that you bring the relevant documents to your interview to enable us to conduct pre-employment checks:** We will be unable to register you with the TSS until we have confirmed your right to work in the UK.
- **Please be ready to provide us with your current availability at interview.** This will help us to arrange training at a convenient time, and accurate information on availability will increase your chances of being offered assignments.

## ASSIGNMENTS

If we have a suitable assignment for you, we will contact you by telephone to discuss this. If you are interested in the position we may arrange an interview with the recruiting manager; this is also an opportunity for you to learn more about the assignment, the duties of the role and the working environment. After the interview, we will contact the recruiting manager on your behalf and inform you of the outcome.

You are not under any obligation to accept an assignment offered to you and we are not under any obligation to offer assignments to you. However, if you feel that the assignments being offered to you are not suitable please contact us to discuss this. You may need to update your profile to ensure better matches in the future.

When you have agreed to undertake an assignment we will issue you with an Assignment Agreement. This will contain all of the relevant details of your assignment. We will work with the recruiting manager to determine an appropriate rate of pay for each assignment, which will be detailed in the Assignment Agreement. Hours of work will be confirmed before you start your assignment, and will also be detailed in the Agreement. You will receive two copies of the Agreement – please keep one for your records and sign the other one and email it back to the TSS office.

We will liaise with both you and your assignment manager throughout the assignment. For short assignments (less than one week), we will contact you by telephone or email to check that you are both happy with progress. For longer assignments, we will arrange regular short progress meetings with each of you in addition to weekly telephone/email contact.

At the end of the assignment both you and your assignment manager will be asked to complete feedback forms. This will give you the opportunity to comment on the success of the assignment along with the service provided by the TSS. We ask that you complete this form to help us to continuously improve the service we provide for you, and to inform the future development of the TSS.

### Ending an assignment early

Should the assignment manager find that an assignment is no longer necessary or that an alternative means has been identified to fill the activity, we will inform you and arrange for the assignment to be terminated. We aim to provide you with one week's notice where this is possible for assignments longer than four weeks.

You are also entitled to end your assignment prior to its end date. You are not required to give notice, but we ask you to provide one week's notice for assignments longer than four weeks where this is possible. You are also not obliged to accept any extension to the assignment.

### Our commitment

- **Invitation to interview:** We will aim to contact you promptly to discuss potential assignments, and to arrange interviews within 24 hours. We will discuss the interview with you and provide feedback from the recruiting manager whether you are successful or not. We will aim to provide feedback within 24 hours of your interview.
- **Assignment Agreement:** We will aim to provide Assignment Agreements within 24 hours of confirmation that you will take up the assignment. We will work with all parties to agree an appropriate rate of pay for the assignment, and to provide you with full details of the working arrangements. Should it become apparent during the assignment that the rate of pay is not appropriate for the work being undertaken, we will work with all parties to resolve this quickly.
- **Liaison:** We will maintain contact with you throughout the duration of the assignment, by telephone, email and through progress meetings. This will enable us to ensure that both parties are happy with the progress of the assignment, and to address any emerging issues at an early stage.

- **Ending assignments early:** Should the assignment manager need to end an assignment before the agreed end date, we will aim to give you one week's notice of this where possible for assignments longer than four weeks.
- **Feedback:** We value feedback on our service, and welcome comments and feedback outside of the official feedback forms. We will act on any issues raised in feedback and inform stakeholders of changes and improvements to the TSS based on feedback received. Feedback forms will be monitored and analysed regularly to ensure prompt attention and action follows from issues raised.

## What we need from you

To enable us to provide the best service to you, we need some help from you:

- **Please ensure that we have the correct contact details for you.** We will need to speak to you by telephone regularly during the recruitment process, so it is important that we have the right details for you. If we are unable to contact you, you may miss out on opportunities.
- **Please do let us know if you are unhappy or unsure about any details within the Assignment Agreement.** We are happy to speak with you about this, and it is important to resolve any issues before the assignment starts. Should you have any issues with the Agreement during the assignment, please contact us as soon as possible so that we can work with all parties to resolve this.
- **Liaison during assignments is important to ensure that both parties are happy.** Please keep in contact with us, and alert us to any potential or emerging issues at the earliest possible opportunity.
- **If you would like to terminate an assignment before the end date, please inform us at the earliest possible opportunity.** We aim to provide one week's notice to managers for assignments longer than four weeks where this is possible.
- **Please complete the feedback form we send to you at the end of each assignment.** Your views are important to us, and will be used to help shape the development and improvement of the service.

## GETTING PAID

During assignments, you will be asked to submit monthly timesheets to record the hours you have worked. These timesheets will be countersigned by your manager and returned to us for processing. You will be paid monthly in arrears during assignments, and payments will be made on the 26<sup>th</sup> of each month. It is important that timesheets are completed carefully and in full, and submitted by your assignment manager to [tss-pay@bristol.ac.uk](mailto:tss-pay@bristol.ac.uk) no later than the deadline of the **last working day of each month** as errors or late submissions may result in delayed payment.

You will accrue holiday entitlement during assignments at 17.2% of the total hours you work. If you want to take time off during the assignment, you must get permission to do so from your manager. You should then enter the hours you would like to be paid out of your accrued holiday pay on the leave request form.

You may be eligible for Statutory Sick Pay during sickness absences if you are on an active assignment. If you are unable to attend for work due to illness or other incapacity whilst on an assignment, you must notify the TSS Manager by telephone as soon as possible (normally by 10.00am) on your first working day of absence. You must state your reason for absence and the date on which you expect to return and/or agree when you will next be in contact with further information.

On your return to work, you must submit a self-certification form to the TSS Manager explaining the cause of your sickness absence. If the absence lasts for eight consecutive days or more (including weekends) you must submit a doctor's certificate to the TSS Manager. Further certificates will be required to cover the total period of absence during assignments. It is your responsibility to keep the TSS Manager informed about your progress and likely date of return.

### Our commitment

- **Timesheets:** We will process all timesheets received in a timely manner and contact you promptly where there are errors or omissions in submitted timesheets. We will also inform you promptly if there will be delays in payment due to errors or late submissions.
- **Sickness:** We will liaise with you through periods of absence and process your self-certification forms and doctor's certificates promptly. We will conduct a return to work interview with you on your first day back in the office. If you are unable to return to your assignment, we will endeavour to find you an alternative assignment where possible.

### What we need from you

To enable us to provide the best service to you, we need some help from you:

- **Please ensure that you complete timesheets carefully and in full, and submit them to meet payroll deadlines.** Errors or late submissions may result in delayed payment.
- **Please ensure that we have the correct payment details for you.** We will be unable to pay you until you have provided us with an account number and sort code for a UK bank account. When you register with us, you will also need to provide a P45 from your most recent employer.
- **Please keep in contact with us during periods of sickness absence.** We need to hear from you promptly if you are unable to attend for work, and we need to receive doctor's certificates and self-certification forms promptly to ensure that you are paid during your absence.



## PERFORMANCE AND CONDUCT

We will work closely with you and your manager to ensure that you are happy throughout the process of recruitment and delivery of assignments. If issues do arise, we will work with you to address them at the earliest possible opportunity.

If you are unhappy with any aspect of your assignment, we will work with you to address this with. In the first instance, these issues may be addressed through informal discussions. If you wish to raise a grievance relating to the University, a department or a particular employee you should do so in writing to the TSS Manager within 28 days of the complaint arising. The TSS Manager will review the grievance and deal with it as is deemed appropriate.

If your manager identifies any minor shortfalls in performance or minor breaches of discipline (e.g. poor timekeeping, careless mistakes or lack of attention to detail/instructions/procedures) we will work with all parties to address these issues. In the first instance, they may be addressed through additional support, training or guidance. In the case of more serious shortfalls in performance or breaches of discipline, or repeated minor shortfalls/breaches, the TSS Manager will conduct a formal meeting with you. Following the meeting, the TSS Manager may issue you with a written warning or, where appropriate, you may be removed from the assignment and/or the TSS pool.

Examples of sufficiently serious behaviour which may result in an assignment being terminated before the agreed end date or you being immediately de-registered from the TSS include, but are not limited to:

- Theft
- Forgery
- Threatening or using physical violence
- Breach of confidentiality
- Serious breach of safety rules and regulations
- Acts of discrimination
- Acts of bullying or harassment
- Refusal to comply with reasonable requests from their manager
- Unauthorised absence from work
- Breach of other University, Department or Faculty rules or regulations.

In serious conduct cases, or where you raise a grievance relating to their assignment, the TSS Manager will work with all relevant parties to resolve the issues.

### Our commitment

- **Liaison:** We will maintain contact with you throughout the duration of the assignment, by telephone, email and through progress meetings. This will enable us to ensure that both parties are happy with the progress of the assignment, and to address any emerging issues at an early stage.
- **Dealing with performance, conduct and grievances:** We will work with you and your manager to resolve minor performance or conduct issues. In serious conduct cases, or where you raise a grievance relating to your assignment, we will work with the relevant parties to resolve the issues. We will keep you updated throughout this process.

### What we need from you

To enable us to provide the best service to you, we need some help from you:

- **Please inform us at the earliest possible opportunity of any emerging issues or concerns you have during your assignment.** This will help us to resolve any emerging issues quickly and fairly.

## REVIEW AND DEVELOPMENT

During the registration process, we will conduct your initial review and self-assessment to inform your future personal and professional development. We will liaise with you regularly on this, with six monthly and annual one-to-one meetings to formally review your progress and development.

These meetings are important, as they provide an opportunity for us to review feedback on your assignments and to discuss any development needs identified in the previous six months. They also enable us to review your requirements; for example, the type of assignments you are interested in and your preferred pay band. This is likely to change as you gain experience, so it is important that we meet to discuss this regularly.

### Our commitment

- **Reviews:** We will arrange one-to-one meetings with the TSS Manager or Adviser every six months to discuss your progress and development.
- **Development:** Where development or training needs are identified, we will aim to address this with you where possible to enable you to develop your skills and experience within the TSS.

### What we need from you

To enable us to provide the best service to you, we need some help from you:

- **Please ensure that you attend the six monthly review meetings.** They are important, as they provide an opportunity to discuss your progress and any development needs. They also provide an opportunity to review your requirements to ensure that you are offered relevant assignments.

## ANNEX 1: SUMMARY OF OUR COMMITMENTS

### CONTACTING US

	COMMITMENT	MONITORING
<b>Email</b>	All enquiries by email will be dealt with as soon as possible, but we will always aim to reply within the same day. Where we have to obtain further information to deal with your query, we will give you regular updates on progress.	<ul style="list-style-type: none"> <li>• We will monitor turnaround times for dealing with emails to ensure that responses are made within 24 hours of receiving the request, and regular updates provided where queries take longer to resolve.</li> <li>• Where performance falls short of these targets, we will investigate the reasons for this and introduce measures to bring performance back to agreed levels as quickly as possible.</li> </ul>
<b>Telephone enquiries</b>	Where possible, telephone calls will be answered immediately. If a voicemail is left with a member of the team, we will aim to return your call the same day if it is received during office hours and within 24 hours where this is not possible. Where we have to obtain further information to deal with your query, we will give you regular updates on progress.	<ul style="list-style-type: none"> <li>• We will monitor turnaround times for dealing with telephone calls to ensure that responses are made within 24 hours of receiving the request, and regular updates provided where queries take longer to resolve.</li> <li>• Where performance falls short of these targets, we will investigate the reasons for this and introduce measures to bring performance back to agreed levels as quickly as possible.</li> </ul>
<b>Personal callers</b>	We are happy to receive personal visits from workers. However, as the TSS office is very busy we ask that you contact the appropriate staff member to arrange a convenient appointment to ensure that we are available to speak with you. When making your request, please indicate if you wish your discussion to take place in private so that we can make the necessary arrangements for an in-confidence discussion. Please note that meetings can only be held during our office hours.	<ul style="list-style-type: none"> <li>• We will monitor requests for meetings to ensure that we are available to meet workers when requested.</li> <li>• Where workers have found difficulties in arranging meetings with TSS staff, we will investigate the reasons for this and introduce measures to improve our availability as quickly as possible.</li> </ul>
<b>Hard copies of correspondence arriving into the TSS</b>	Dependent on the nature of the correspondence, we will aim to reply (usually via email) within 5 working days of receipt, although we will send an acknowledgement of receipt of the correspondence the same day. Where a longer response time is necessary due to the nature of the correspondence, we will give you regular updates on progress.	<ul style="list-style-type: none"> <li>• We will monitor turnaround times for dealing with correspondence to ensure that responses are made within 5 working days of receiving the request, and regular updates provided where queries take longer to resolve.</li> <li>• Where performance falls short of these targets, we will investigate the reasons for this and introduce measures to bring performance back to agreed levels as quickly as possible.</li> </ul>
<b>Hard copies of</b>	All correspondence will be signed and dated by the relevant TSS	<ul style="list-style-type: none"> <li>• We will keep copies of all correspondence and will periodically</li> </ul>

<b>correspondence leaving the TSS</b>	member. Letters and envelopes will be marked ' <i>Personal – Addressee only</i> '.	audit this to ensure the quality of the service we are providing.
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## REGISTERING WITH TSS

	<b>COMMITMENT</b>	<b>MONITORING</b>
<b>Invitation to interview/tests</b>	All candidate applications will be dealt with promptly. We will aim to acknowledge your application within 24 hours of receiving it. If you are unsuccessful, we will advise you whether you will be eligible to reapply to the TSS in the future. Where applications are successful, we will aim to invite you for an interview and tests within one week of our initial contact with you.	<ul style="list-style-type: none"> <li>• We will monitor turnaround times for dealing with candidate registration to ensure that contact is made with the candidate within 24 hours of receiving the application, and that interviews are arranged within one week of initial contact.</li> <li>• Where performance falls short of these targets, we will investigate the reasons for this and introduce measures to bring performance back to agreed levels as quickly as possible.</li> </ul>
<b>References</b>	We will aim to follow up references prior to interview.	<ul style="list-style-type: none"> <li>• We will monitor turnaround times for following up references prior to interview.</li> <li>• Where we are unable to secure references prior to interview, we will investigate the reasons for this and introduce measures to address identified issues where possible.</li> </ul>
<b>Interviews and tests</b>	We will provide feedback on test results on the day of interview, and will confirm whether you have been successful in your application on the day of interview. We will also undertake pre-employment checks on the day of interview.	<ul style="list-style-type: none"> <li>• We will monitor turnaround times for candidate registration to ensure that it is completed on the day of interview.</li> <li>• Where performance falls short of these targets, we will investigate the reasons for this and introduce measures to bring performance back to acceptable levels as quickly as possible.</li> </ul>
<b>Induction and training</b>	We will aim to complete your induction on the day of interview. We will aim to arrange your IT training within one month of registration with the TSS.	<ul style="list-style-type: none"> <li>• We will monitor turnaround times for dealing with candidate registration to ensure that induction is completed on the day of interview, and that training is arranged within one week of initial contact.</li> <li>• Where performance falls short of these targets, we will investigate the reasons for this and introduce measures to bring performance back to acceptable levels as quickly as possible.</li> </ul>

## ASSIGNMENTS

	<b>COMMITMENT</b>	<b>MONITORING</b>
<b>Invitation to interview</b>	We will aim to contact you promptly to discuss potential assignments, and to arrange interviews within 24 hours. We will discuss the interview with you, and provide feedback from the recruiting manager whether you are successful or not. We will aim to provide feedback within 24 hours of your interview.	<ul style="list-style-type: none"> <li>• We will monitor turnaround times for interviews to ensure that they are arranged within 24 hours of initial contact and that feedback is provided within 24 hours of the interview.</li> <li>• Where performance falls short of these targets, we will investigate the reasons for this and introduce measures to bring performance back to acceptable levels as quickly as possible.</li> </ul>
<b>Assignment Agreement</b>	We will aim to provide Assignment Agreements within 24 hours of confirmation that you will take up the assignment. We will work with all parties to agree an appropriate rate of pay for the assignment, and to provide you with full details of the working arrangements. Should it become apparent during the assignment that the rate of pay is not appropriate for the work being undertaken, we will work with all parties to resolve this quickly.	<ul style="list-style-type: none"> <li>• We will monitor turnaround times for Assignment Agreements to ensure that they are arranged within 24 hours of confirmation that you will take up the assignment.</li> <li>• We will work with all parties to agree an appropriate rate of pay, and to resolve any issues that emerge with payment during the assignment.</li> <li>• Where performance falls short of these targets, we will investigate the reasons for this and introduce measures to bring performance back to acceptable levels as quickly as possible.</li> </ul>
<b>Liaison</b>	We will maintain contact with you throughout the duration of the assignment, by telephone, email and through progress meetings. This will enable us to ensure that both parties are happy with the progress of the assignment, and to address any emerging issues at an early stage.	<ul style="list-style-type: none"> <li>• We will monitor feedback and regularly analyse feedback forms to enable us to act on issues raised.</li> <li>• We will monitor levels of contact with managers and temporary staff throughout assignments to ensure that appropriate levels of contact are maintained.</li> <li>• We will keep records of contact for future reference, for example when dealing with emerging or potential issues.</li> <li>• Where our performance falls short of these targets, we will investigate the reasons for this and introduce measures to bring our performance back to agreed levels as quickly as possible.</li> </ul>
<b>Ending assignments early</b>	Should a recruiting manager need to end an assignment before the agreed end date, we will aim to give you one week's notice where possible for assignments longer than four weeks.	<ul style="list-style-type: none"> <li>• We will monitor success in providing one week's notice for assignments longer than four weeks.</li> <li>• Where our performance falls short of this target, we will investigate the reasons for this and introduce measures to bring our performance back to agreed levels as quickly as possible.</li> </ul>
<b>Feedback</b>	We value feedback on our service, and welcome comments and	<ul style="list-style-type: none"> <li>• We will monitor feedback and regularly analyse feedback</li> </ul>

	feedback outside of the official feedback forms. We will act on any issues raised in feedback and inform stakeholders of changes and improvements to the TSS based on feedback received. Feedback forms will be monitored and analysed regularly to ensure prompt attention and action follows from issues raised.	forms to enable us to act on issues raised. <ul style="list-style-type: none"> <li>• We will keep stakeholders informed of developments or improvements to the service resulting from their feedback.</li> <li>• Where there are issues with our service identified by feedback, we will investigate the reasons for this and introduce measures to bring our service back to acceptable levels as quickly as possible.</li> </ul>
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## GETTING PAID

	COMMITMENT	MONITORING
<b>Timesheets</b>	We will process all timesheets received in a timely manner and contact you promptly where there are errors or omissions in submitted timesheets. We will also inform you promptly if there will be delays in payment due to errors or late submissions.	<ul style="list-style-type: none"> <li>• We will monitor turnaround times for identifying and resolving issues with timesheets.</li> <li>• Where our performance falls short of reasonable expectations, we will investigate the reasons for this and introduce measures to bring our performance back to agreed levels as quickly as possible.</li> </ul>
<b>Sickness</b>	We will liaise with you through periods of absence and process your self-certification forms and doctor's certificates promptly. We will conduct a return to work interview with you on your first day back in the office. If you are unable to return to your assignment, we will endeavour to find you an alternative assignment where possible.	<ul style="list-style-type: none"> <li>• We will monitor our contact with you during absence and ensure that return to work interviews are conducted on your first day back in the office.</li> <li>• We will monitor our success in finding alternative assignments where workers are unable to return to their original assignment when returning from sickness absence.</li> <li>• We will monitor sickness absences across assignments, as well as numbers returning to their original assignments, those finding new assignments and those we are unable to place alongside turnaround times for this.</li> <li>• Where our performance falls short of reasonable expectations, we will investigate the reasons for this and introduce measures to bring our performance back to agreed levels as quickly as possible.</li> </ul>

## PERFORMANCE AND CONDUCT

	COMMITMENT	MONITORING
<b>Liaison</b>	We will maintain contact with you throughout the duration of the assignment, by telephone, email and through progress	<ul style="list-style-type: none"> <li>• We will monitor levels of contact with managers and temporary staff members throughout assignment to ensure</li> </ul>

	meetings. This will enable us to ensure that both parties are happy with the progress of the assignment, and to address any emerging issues at an early stage.	<p>that appropriate levels of contact are maintained.</p> <ul style="list-style-type: none"> <li>• We will keep records of contact for future reference, particularly where there are emerging or potential issues.</li> <li>• Where our performance falls short of these targets, we will investigate the reasons for this and introduce measures to bring our performance back to agreed levels as quickly as possible.</li> </ul>
<b>Dealing with performance, conduct and grievances</b>	We will work with you and your manager to resolve minor performance or conduct issues. In serious conduct cases, or where you raise a grievance relating to your assignment, we will work with the relevant parties to resolve the issues. We will keep you updated throughout this process.	<ul style="list-style-type: none"> <li>• We will monitor the number of cases, actions and resolutions. We will also monitor the number of temporary staff members required to leave assignments and/or the TSS, and the areas in which this happens.</li> <li>• Where there are performance issues, we will investigate the reasons for this and introduce measures to address any issues as soon as possible.</li> </ul>

## REVIEW AND DEVELOPMENT

	<b>COMMITMENT</b>	<b>MONITORING</b>
<b>Reviews</b>	We will arrange one-to-one meetings with the TSS Manager or Adviser every six months to discuss your progress and development.	<ul style="list-style-type: none"> <li>• We will monitor progress of workers every six months to ensure their continued development and performance in their roles.</li> <li>• Where there are issues identified with performance, we will work with candidates to address this where possible.</li> </ul>
<b>Development</b>	Where development or training needs are identified, we will aim to address this with you where possible to enable you to develop your skills and experience with the TSS.	<ul style="list-style-type: none"> <li>• We will monitor the number and range of development and training needs identified, and the training and/or support offered to workers. This will be monitored against feedback and future reviews to track levels of improvement following support from the TSS.</li> </ul>

