

Welcome to M&S On-Time Services Ltd

M&S operates as an umbrella and payroll company. We employ and pay workers who are assigned to work for client organisations.

This handbook explains your employment with M&S, your rights and responsibilities, and how our payroll and compliance processes work.

About M&S

M&S is a payroll and employment administration provider.

We:

- Employ you under a contract of employment
- Process your pay
- Deduct and report tax and National Insurance
- Provide statutory benefits where applicable
- Maintain employment and payroll records

We do not:

- Control your day-to-day work
- Supervise you on site
- Manage client operations
- Control health and safety on site

Your Employment Status

You are employed by M&S under a PAYE contract.

You will be assigned to client sites or businesses where you will carry out your duties under the supervision and direction of the client.

Assignments

Assignments are arranged with clients. During assignments:

- You must follow client instructions
- You must comply with site rules
- Your duties are defined by the client
- Your working hours are determined by assignment terms

Assignments may vary or end depending on client requirements.

Pay and Payslips

You will be paid through Umbrella PAYE.

Your payslip will show clearly:

- Receipt from Agency
- Statutory Employer deductions
- Pre employment payroll costs
- Gross pay
- Tax and National Insurance deductions
- Holiday pay (rolled-up or accrued, as applicable)
- Any authorised deductions
- Net pay

If you have questions about your pay, contact payroll promptly.

Holiday Entitlement

You are entitled to statutory paid holiday.

For most site-based workers, holiday pay is paid on a rolled-up basis and shown separately on your payslip.

You have the right to request an accrual-based holiday arrangement in writing.

You are encouraged to take adequate rest during the year.

7. Pension

If eligible, you will be enrolled into a workplace pension scheme in accordance with auto-enrolment legislation.

You will receive separate pension communications explaining your options.

8. Health & Safety

Important – Site Responsibility

M&S is not responsible for health and safety management at client sites.

Health and safety responsibility rests with:

- The client controlling the workplace
- You, as the individual carrying out the work

Clients are responsible for:

- Site inductions
- Risk assessments
- Safe systems of work
- PPE requirements
- Supervision and direction

You are responsible for:

- Following site rules
- Wearing required PPE
- Taking reasonable care of your own safety
- Reporting unsafe conditions to the client

If you believe there is serious and imminent danger, you should raise this with the client immediately.

9. Site Induction & PPE

You must complete any client site induction before starting work.

You must:

- Use PPE required by the client
- Only use equipment you are trained to use
- Not undertake unsafe work

M&S does not provide, inspect, or manage site equipment.

10. Conduct and Behaviour

While on assignment, you must:

- Act professionally
- Follow client rules and procedures
- Treat others with respect
- Avoid discrimination, bullying, or harassment
- Not be under the influence of drugs or alcohol

Misconduct may result in disciplinary action.

11. Drug & Alcohol

You must not attend work under the influence of drugs or alcohol.

Clients may carry out testing under their own policies.

12. Timesheets

You must:

- Submit accurate timesheets
- Ensure client approval where required
- Not falsify hours

Payment may be delayed where timesheets are not submitted or approved.

13. Data Protection

M&S processes your personal data in accordance with UK GDPR.

We collect data to:

- Process payroll
- Meet HMRC obligations
- Comply with legal requirements

Your data will not be shared unlawfully.

14. Right to Work

You must provide valid right-to-work documentation before starting employment.

You must inform M&S immediately if your right-to-work status changes.

15. Complaints

If you have a concern:

- Raise site issues with the client first
- Raise payroll or employment issues with M&S
- Use the Worker Complaints & Escalation procedure if required

You will not suffer detriment for raising genuine concerns in good faith.

16. Whistleblowing

You may report concerns relating to:

- Illegal activity
- Tax evasion
- Modern slavery
- Serious misconduct

Reports will be handled confidentially.

17. Modern Slavery & Ethical Standards

M&S does not tolerate forced labour, exploitation, or unethical practices.

If you suspect exploitation, report it immediately.

18. Ending Employment

Employment may end due to:

- Completion of assignments
- Resignation
- Termination in line with contract
- Misconduct

Final pay will include outstanding pay and any accrued but untaken holiday (where applicable).

19. Changes to This Handbook

M&S may update this handbook to reflect changes in law or business operations.

You will be notified of material changes.