



Uniting talent and technology



DP Connect

Contractor Welcome Pack



Useful Information

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Introduction

Welcome to contracting with DP Connect.

If you have worked with us before, we are delighted that you have chosen to do so again, and we thank you for your loyalty.

If you have never worked through DP Connect, we hope that you will find our service of the highest quality, and our people extremely friendly and professional. Should you have any questions please do not hesitate to contact us at any time. We never forget that we owe our past success and continued growth to the hard work and commitment of Contractors like yourself.

Should you be a first time Contractor, we are happy to help you make the transition from permanent to contract employment as enjoyable and seamless as possible.

Our welcome pack includes useful information and should be kept as a handy reference document and directory of contact numbers.

Once again thank you for choosing us, we look forward to developing a long-term business relationship.

Visit our website for more information – www.dpconnect.co.uk

On the site you will find:

- FAQ's
- Codes of Conduct
- News about DPC
- Hot Jobs
- Our Structure

Background to DP Connect

Trading History

DP Connect is an independent company, established in November 1990.

Offices

Our Head Office is based in Bromley on the London/Kent border and we have further offices in Cambridge and Edinburgh.

Our customers are located across the UK, EMEA, The United States of America and the APAC regions and we have the use of additional serviced office facilities worldwide.

Standards

DP Connect is an active member of the recruitment trade body REC (Recruitment & Employment Confederation) and has a published Code of Conduct to which we strictly adhere.

Growth

As an independent firm, we are able to do exactly what is right for our customers and which in turn is what is right for our business.

Recognitions

- Best Back Office Team: Recruitment International 2015
- Most Effective Flexible Working Strategy 2014 by Recruiter Magazine
- Best IT Recruitment Firm finalist 2009: Recruiter Magazine
- Best IT Recruitment Firm 2007: Awarded by Recruiter Magazine
- Best Recruitment Agency London and South East Recruitment Awards 2006



Expertise

Our Consultants, Client Partners and Delivery Consultants are all trained in their specialist markers within IT and technology, as well as recruitment best practice and employment law/legislation.

Our team consists of experienced Client Partners who are dedicated to managing volume business accounts and managing preferred supplier agreements and managed outsourced agreements.

People

DP Connect possess a team of gifted individuals, attracted by the opportunities on offer and by our excellent reputation in the industry. These individuals are highly experienced and have been personally recognised with industry awards for excellence. The majority of our employees have worked at DP Connect for over 5 years, and the majority of our leadership team have risen through the business showing our dedication to nurturing our employees and retaining knowledge within the business.

Management Strength

Our management team has over 75 years combined experience in the IT recruitment industry, and our management team have either progressed through the organisation or worked for some of the industry most well-known and respected organisations.

Points of Contact at DP Connect Role, Name & Responsibilities

Contractor Care (Aftercare, Extension Management, 1st point of contact for questions)

Martine Sullivan 0208 466 3666 msullivan@dpconnect.co.uk

- Martine will contact you at the end of your 1st week in your new contract and ensure you are settling in well, have received and understood the welcome pack, and whether you have any questions
- She will arrange a visit on-site within the first 4 weeks of your contract (where geographically feasible) to discuss how you are settling in, and whether you have any questions.
- She will speak to you at least once each month to make sure you're happy in your contract
- She will contact you at least 4 weeks before your contract ends, to discuss and manage the extension or termination process.
- Martine will come back to you within 24-48 hours of any query being raised. In her absence, please contact Tia Marshall, Contracts Administrator (details below)

Contract Administration (Legal & Contractual issues, On-going Administration)

Tia Marshall 0208 466 5666 tmarshall@dpconnect.co.uk

- Tia generates contracts and extension documentation.
- She sets up and advises 1st time Contractors on payroll and invoicing queries.
- She reviews the on-going satisfaction of contractors with umbrella companies.
- She advises Contractors of changes in industry legislation such as IR35.
- She ensures we have all compliance documentation, references and financial information for auditing purposes.
- She provides reminders for timesheets

Credit Manager (Accounts, Payroll Administration & Invoicing)

Michelle Caruana 0208 466 3660 payroll@dpconnect.co.uk

- Michelle sets up all new Contractors on our InTime timesheet and payroll system
- Michelle reviews, logs and authorises all timesheets on behalf of DP Connect
- Any queries regarding payroll, invoicing, timesheets or expenses are escalated to Michelle via Martine, Contractor Care Consultant or Tia, Contracts Administrator.
- Michelle reports directly into our Head of Business Operations & Finance, Sally Field.

Head of Client Engagement & Data Protection Manager

Cherry Swayne 0208 466 3634 cswayne@dpconnect.co.uk

- Cherry oversees the satisfaction of our clients through regular phone calls, meetings and surveys
- She deals with any complaints from our Contractors and Clients, as well as any escalated queries
- She is our internal Data Protection Manager and answers any queries around GDPR and data privacy.
- Cherry reports directly into our CEO, Aidan Anglin

What our contractors say about DP Connect

DP Connect appear to run a slick and efficient operation. I've contracted through different top-name agencies for 12 years now, and these people stand out above the others in terms of their professional approach, friendliness, prompt payment, and willingness to help. They seem to understand the human side of doing business, sadly lacking in many present day setups, and make a real effort to keep in touch and continually improve. I've been with DP Connect for 2 years, now, and they are by far the best contracting agency I've worked for;

I can't think of a single fault or issue I've had with them!"

SC, Surrey

"I have really enjoyed working with DP Connect. They are a very efficient and reliable organisation – they always pay on time. From the moment I was first contacted by DP Connect I have been impressed, I will strongly recommend DP connect to my colleagues."

BO, Hertfordshire

"I have worked as an IT Consultant for the last 14 years and have and the pleasure of working with DP Connect on more than one occasion. I have found them to be incredibly helpful, and willing to go the extra mile to help me wherever possible.

As a small business cash flow is always a concern, but DP Connect are the fastest payers of invoices of any agencies I have worked with.

I would happily recommend DP Connect to anyone who wants to work with a professional and pleasant recruitment agency."

NB, Surrey

"I wish other agencies were as efficient, friendly and decent as DP Connect!"

SC, Hertfordshire

'So far a fantastic service can't think of anything to improve. Just keep doing what you are doing'

ME, Surrey

'You are the best consultancy I have had in 19 years of contracting. Well done'

DF, Peterborough

'Keep up the good work and leading the market'

SV, Croydon

Contractor Care

We provide the following aftercare for our Contractors:

- An introductory email from our Contracts Administrator before assignment commences, requesting all necessary documentation and sending our contractor agreement and contractor welcome pack.
- A telephone call from your Account Manager / Consultant on your first day to ensure you have arrived on site and have been met by the client.
- A further telephone call from our Contractor Care Consultant at the end of your first week of the contract to ensure satisfaction.
- A visit on-site to be booked within your first 4 weeks of the contract by the Contractor Care Consultant and / or your Account Manager (where this is geographically viable)
- A contractor satisfaction survey to be sent quarterly, which enables us to make any necessary improvements to our service and gives us an updated view on the contract employment market
- A quarterly contractor newsletter, which communicates any changes within DP Connect, gives you further insight into our business, and shares market trends, and updated employment legislation.
- A telephone call from our Contractor Care Consultant at least 4 weeks before the end of your contract term to discuss potential extension opportunities.

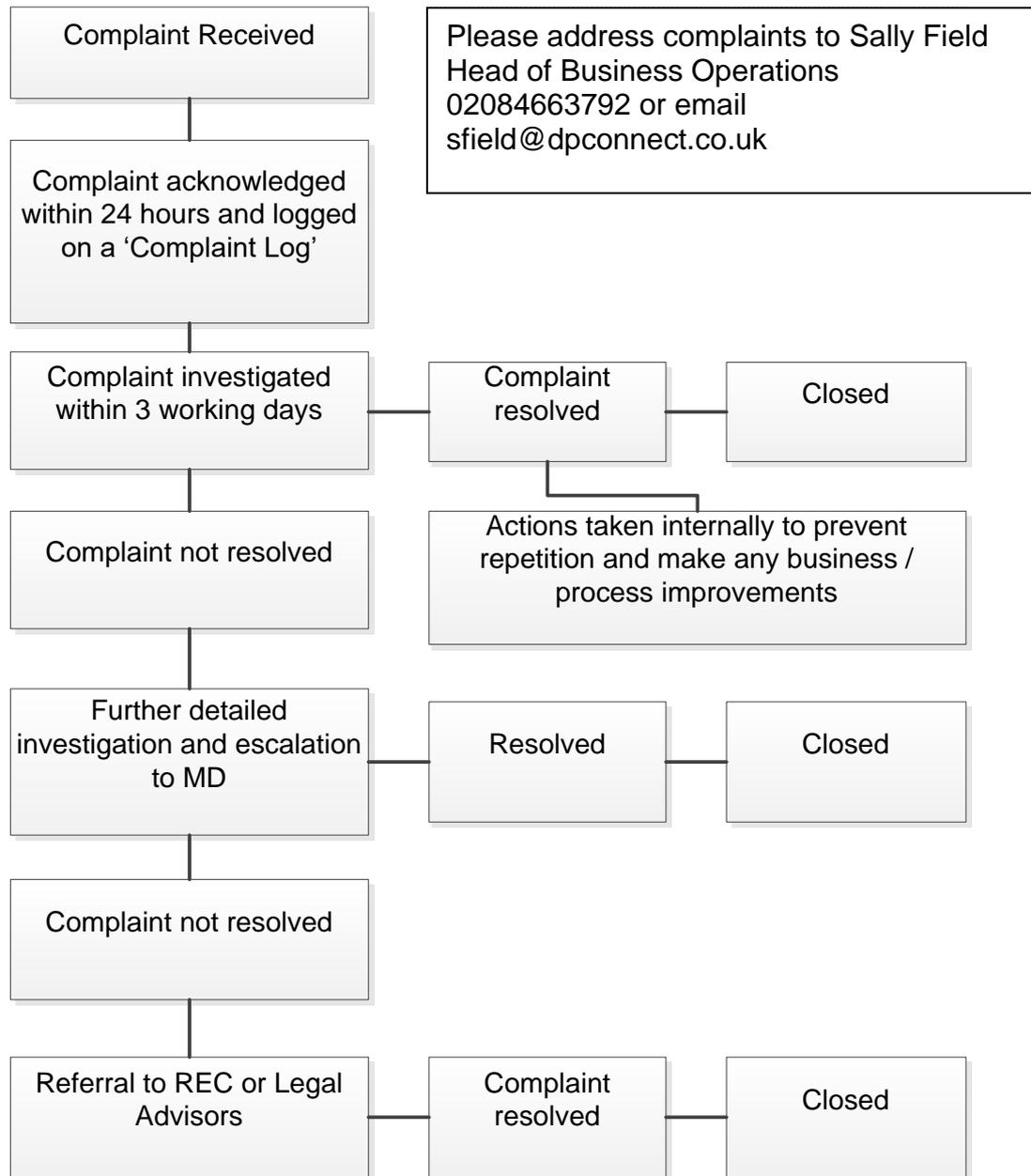
Value Added Offerings:

- Quarterly contractor newsletter – including market insights, employment legislation changes, DP Connect company updates
- Quarterly insights from our Contractor Satisfaction Survey – sharing the views of your peer group on market confidence and upcoming technology trends.
- Consultative advice on the UK labour market, government policy & employment legislation affecting contract employment – from our relationship with the Recruitment & Employment Confederation
- Advice on rates from your Consultant / Account Manager
- First priority invitation to seminars and events hosted by DP Connect
- CV and interview advice from our Consultants / Account Managers

What you can expect:

- Payment on time, every time
- Professionalism
- Respect for your specific requirements
- Compliance with Employment Agency and Employment Business regulations and other UK legislation, as applicable

DP Connect Complaints Procedure



DP Connect Payroll Procedure

If you are a Limited Company

- By this stage you would have uploaded the following to InTime as well as completed all the required information - Certificate of Incorporation, Bank Details, VAT Registration Certificate if applicable, Passport, Visa if applicable, proof of address and National Insurance Number.
- Complete a DP Connect timesheet with standard hours / days worked and overtime hours, if applicable on Intime.
- Get timesheet authorised on Intime by your manager as listed on your contract.
- Raise an invoice detailing your Limited Company name and address, Limited Company Registration Number, Invoice number, date and VAT Registration number, if applicable
- Email invoices to payroll@dpconnect.co.uk .

If you work through an Umbrella Company

- We should have already received a Certificate of Incorporation, Bank Details and VAT Registration Certificate, if applicable, from your Umbrella Company.
- By this stage you would have uploaded the following to InTime as well as completed all the required information - Passport, Visa if applicable, proof of address and National Insurance number.
Complete a DP Connect timesheet on InTime, with standard hours / days worked and overtime hours if applicable.
- Get timesheet authorised on Intime by your manager as listed on your contract...
Complete your Umbrella Companys portal/ timesheet system which allows them to raise an invoice which they then email to payroll@dpconnect.co.uk .

Please be aware if you submit your timesheet weekly on Intime you will need to send your invoice to payroll@dpconnect.co.uk on the last Friday of each month.

If you submit your timesheet calendar monthly then you will need to send your invoice to payroll@dpconnect.co.uk on the last working day of the month.

Your payment will be triggered by the receipt of your invoice not the date of your invoice.

If you want to set up a Limited Company

You will need to complete four forms and send these to Companies House.

You can download two of the required forms from the Companies House website www.companieshouse.co.uk The forms are numbered 10 and 12.

You will then need two further forms that are available from High Street shops i.e. W H Smith, one is "Memorandum", and the other is "Articles of Association".

There are two payments options; one is £20.00 and a 5-day turn around, or a £50.00 charge, which will be same day registration.

Please note that in our experience it can take between 4-6 weeks to open up a business bank account so please be aware of this.

You will still need to consult a qualified Accountant and we recommend that you use a local firm (for ease of making visits) referred by a friend or colleague with whom that referee has been completely satisfied.

Bloggs Ltd
10 London Road
London
NW1

INVOICE

Customer

Name	DP Connect	Date	31st January 2014
Address	135 Masons Hill, Bromley, Kent, BR2 9HT		
Telephone	020 8466 5666	Invoice Number	786001

Details	Days	Daily Rate £	Total £
Fees in respect of services rendered for the period of 3 rd January 2014 to 31 st January 2014	154	20.00	3080

SAMPLE

Net Amount	3080
VAT Amount	539
Invoice Total	£3619

Payment Details

Account Name	Bloggs Ltd
Account	0123456
Sort Code	12-30-96

Registered in England No: 1234567
VAT Registration Number: 123456789

Month:
Client:
Contractor:
Ltd Company (if applicable):

HOURLY TIME SHEET						
Day of Month	Start	Finish	Break	Standard Hours	O/t Hours Rate 1	O/t Hours Rate "
1						
2						
3						
4						
5						
6						
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10						
11						
12						
13						
14						
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25						
26						
27						
28						
29						
30						
31						
			Total			

SAMPLE

Authorised by Client

Name	Position
Signature	Date

Customer Signature
Date:

PLEASE NOTE THAT HOURS MUST BE ROUNDED UP OR DOWN TO THE NEAREST 15 MINUTES.

Month:
Client:
Contractor:
Ltd Company (if applicable):

DAILY TIME SHEET

Day of Month	Start	Finish	Break	Standard Hours	O/t Hours Rate 1	O/t Hours Rate "
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
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25						
26						
27						
28						
29						
30						
31						
			Total			

SAMPLE

Authorised by Client

Name	Position
Signature	Date

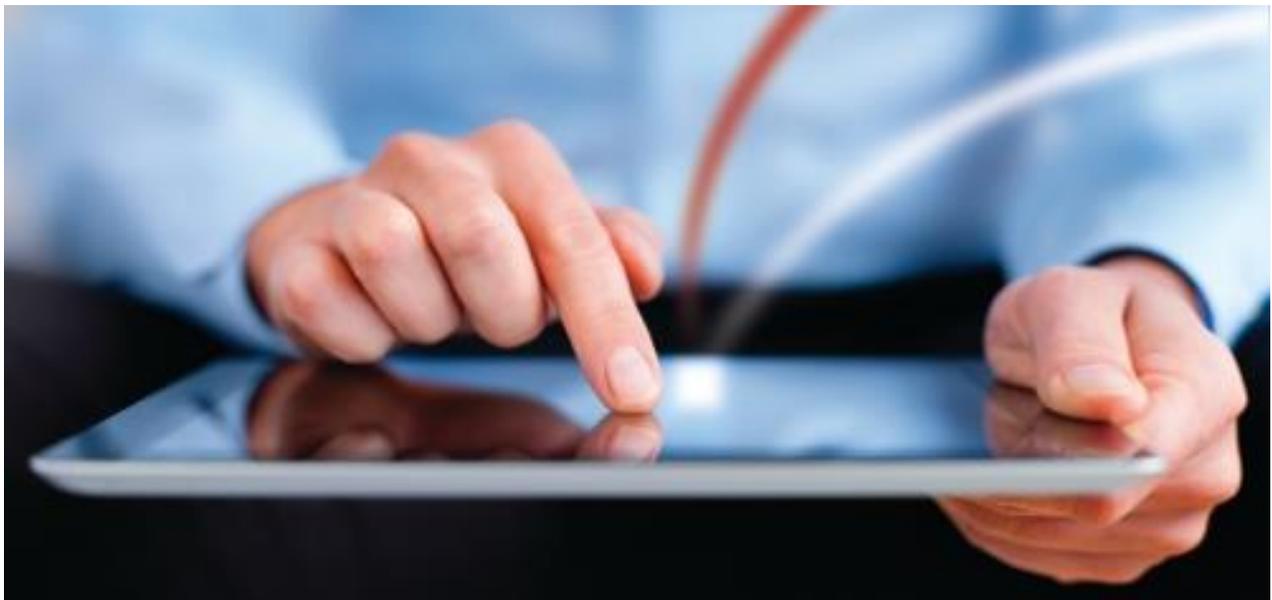
Customer Signature
Date:

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