

# KEYPEOPLE®



contractor pack

## Introduction

Welcome to Key People. As a new member of our contracting / employee team you have been sent this information pack to introduce you to our company and to provide you with some general information on the current contracting marketplace. Hopefully, your new contract with us will be the first of many and this will be the start of a long-term, mutually beneficial partnership.

## Contents of this Starter Pack

This starter pack includes: -

- Information about Key People
- Instructions on Payment Procedures
- Key People Terms of Employment
- General information regarding new company set-up

## Information about Key People Ltd

The following document produced is included to provide some general information about Key People Ltd: -

- Key People Structure
- Key People Administration
- Our Quality of Service
- Key People Company Information

The section is for those contractors who like to know a little about the approach of the Company, who is representing them at customer sites.

## Instructions on Payment Procedures

The following section is included to provide information to ensure that you understand Key People payment process and to ensure that you complete the correct documentation:-

- Contractor Invoice / Timesheet Procedure
- Receipt of timesheets / invoices
- Payment of invoices
- Expenses claims
- Advances
- Problems that arise
- Holidays / Sickness
- Checklists for Contractors and Employees

The following documents are included to ensure that we have all the necessary details to ensure that contractors / employees get paid promptly and accurately at the right time.

- **KEY 004:** Quality Questionnaire
- **KEY 0307:** Medical Questionnaire
- **KEY 001:** Holiday Request Form
- **KEY 2101:** Key People Pension Form
- **KEY 2401:** Limited Company Contractor Credit Transfer Authorisation
- **KEY 2305:** PAYE Personnel Payroll Details
- **KEY 1308:** Limited Company Indemnity Letter
- **KEY 2707:** Limited Company sample invoice
- **KEY 2610:** Expenses Claims Form

## Information about Key People Ltd

### 1) Key People Structure

Key People have a network of departments, which are concentrated upon skill areas in order to, provide its contractors with an informed service. Each resourcing team has a team leader whose responsibility is to ensure that the contractor is served best by dealing with any enquiries made and ensuring that their team are working to Key People Quality Standards.

As a contractor with Key People your appointed consultant whose job it is to ensure that your contract runs smoothly will support you. The Team Leader works closely with the consultants within a resourcing team to ensure that contractors who are becoming available for work have their current contract extended or are found work at an alternative customer site depending on the wishes of the customer and the contractor.

As a Key People contractor, you should be aware of which department looks after your interests, which Team Leader is responsible for you and the name of which appointed consultant you are dealing with on a day-to-day basis. If you are not aware of any of these names with the department, please contact the Administration Department (K. Huggan + 44(0) 1727-817636 Direct #) in the first instance and they will advise you who to contact.

As well as ensuring that we provide a professional service, our practise of meeting contractors also helps put 'names to faces' for both parties.

### 2) Key People Finance / Administration Teams

Once the departmental teams have found a placement for a contractor, it is important to ensure the agreement is formalised and documented so that both the contractor and the client fully understand the terms of the placement before finalising the agreement.

The formal monetary administration of placements is handled by our Accounts Department (Key Contact: Helen Hardy; Direct Dial 01727 817633). The duties this department are responsible for include:-

- Payment of contractors
- Invoicing of clients
- Sending electronic advice notifications of payments
- Dealing with all queries on payments including arranging advances in accordance with the policy set by Key People Ltd
- Ensuring contractors are paid by credit transfers in accordance with the timescales set by Key People Ltd

The Contract / Employee Administration (Key Contact: Katy Huggan; Direct # 01727 817636) deals with paperwork aspect of being a Key People contractor or employee. These services include: -

- Dealing with queries on contracts.
- Sending out new / contracts or extension paperwork.
- Receiving and co-ordination of questionnaires

Your appointed consultant will be responsible for all contracting issues whilst the contractor is on site at the client. These services will include:

- Providing references to financial institutions regarding the details of the contractor's employment status
- Dealing with detailed queries on contracts.
- General administrative queries on any aspect of contracting

The contract is normally sent to the contractor well before starting an assignment unless, of course, the arrangements have been agreed at a very short notice. If you do not receive your contract, payment for work performed or are unhappy about any other aspect of the service from Key People please contact appointed consultant.

### 3) Quality of Service

Key People are proud of its reputation for providing quality service to its contractors and because of this service we can boast that 37% of our business is based upon referrals. To ensure we maintain our standards we send out our Quality Questionnaires (*KEY 004*) after a contractor has started to give them the opportunity to comment on and help us improve our service.

If you do not receive this Questionnaire then please advise your representative consultant who would be pleased to send you a copy immediately.

### 4) Key People Company Information

**Key People** is a privately owned company and has been providing provide contract and Permanent recruitment solutions within the Pharmaceutical and IT sectors for the last 10 years. These solutions include retained search, headhunting, solutions provision, managed agency, database search or project outsourcing.

The Sunday Times FastTrack 100 has just announced us as the 66th fastest growing company in the UK.

*Source : Sunday Times 3rd December 2000*

We feel that our specialisation in vertical markets gives us a competitive edge. It enables us to know where the best job opportunities can be found and to fully understand the needs of candidates

**Key People** adopt a recruitment process based on tested and proven strategies, which increase placement ratios. Our insistence that this system is administered and adhered to as a cornerstone of our strategy has been reflective in our impressive growth.

“Organic growth over the last two years has made Key People the fastest growing agency in the Home Counties” *Source: Computer Consultant June 1999*

**This recruitment process** is an integral part of our internal QA programme that is controlled by the directors. It is designed specifically to ensure that our ratios for CVs sent, interviews arranged and placements are within our Service Level Agreements with all clients.

### In Conclusion

- **Key People** is an established Recruitment Company with an extremely successful track record for the past 10 years.
- **Key People** hold numerous Preferred Supplier / Niche Supplier agreements with a large number of Blue Chip and medium-sized organisations throughout the UK and Mainland Europe.
- All our consultants are fully trained specialist recruiters who follow a comprehensive recruitment process.
- **Key People** combine the experience of consultants from a recruitment background with experienced professionals from within the IT and Pharmaceutical industries.

### Instructions on Payment Procedures

#### Contractor Invoice / Timesheet Procedure

This section contains information essential to ensuring that you are paid within the terms of your contract.

#### 1) Receipt of certificates and contract:

- Before any timesheet / invoice can be processed, you must send us:
  - a) Copy of certificate of Incorporation;
  - b) Copy of VAT Certificate (if registered for VAT);
  - c) Signed Key People contracts (both need to be signed and returned back to Key People so that we can countersign one and return this to you for your records).
  - d) Completed forms - *KEY 2401, 2305, 1308*.

**WE CANNOT PROCESS ANY PAYMENT TO YOU UNLESS WE ARE IN RECEIPT OF THESE ITEMS**

## 2) Receipt of Timesheets / Invoices:

- Weekly timesheets must be completed up to each month end.
- Both you and an authorised member of the client staff must sign every timesheet.
- Your timesheet and accompanying invoice (see *KEY 1906*) must be sent to our dedicated accounts team.
- If you are not registered for VAT or are waiting for the registration documents, you cannot send in your invoices with VAT on them. This amount can be a back dated payment once the Accounts team receives the correct paperwork.

## 3) Payment of Invoices:

- Provided that items (1) & (2) are complied with, we will automatically process your invoice for payment.
- Under the terms of your contract, payment of your invoice is due within **fourteen days of receipt**.
- Payment will be made to you by BACS, assuming you have completed form *KEY 2401* in time for your payment. If this is missed, then a cheque will be sent to your correspondence address made out to your company name automatically. The onus is made on the contractor to supply Key People correct information with regards to payment details.
- The Contractor should work the hours stipulated by the client and should only undertake more or less hours if authorised to do so by the client.
- It is the contractor's responsibility, at their time and expenses, to arrive at the client's site at the appropriate time. Key People contractors cannot charge for travelling time spent, or other charges associated with getting to the client site.

## 4) Expenses Claims

- Expenses as provided for in your contract must be billed on a separate invoice and be supported by an authorised claim form (see *KEY 2610*) and receipts (or whichever format the client requires).
- Payments of expense claims are subject to the same deadlines as timesheets.

## 5) Problems that may arise

On receipt of your timesheet / invoice we immediately log the exact date of arrival and immediately check for accuracy and completeness. Sometimes the following problems can arise:

- **Timesheet not signed** - Key People cannot process any timesheet that has not been signed by an authorised signatory of the client. If your timesheet carries this omission it must be signed and resubmitted. We will endeavour to contact you as soon as possible, but cannot be held responsible if your payment is late because of this.
- **Invoice discrepancy** - Where a discrepancy occurs on your invoice (such as, time does not agree to timesheet, rate different to contract, addition incorrect or VAT incorrect), to avoid any delay, we will pay what we calculate is correct and ask you to resend your invoice with the corrected amount again within 5 working days
- **Timesheet addition or standard / overtime split is incorrect** - If your timesheet does not add up or the split between standard and overtime is incorrect, we will contact you to confirm the proposed changes. If the amendments can be made with the client's approval we will amend the timesheet accordingly. Otherwise you will have to re-complete the timesheet and resend this to us.
- Invoice that does not comply with VAT - If you are registered for VAT your invoice must comply with certain invoice format regulations (see *KEY 1906*). If your invoice does not comply with these regulations, we will pay the net amount of the invoice. We will contact you to obtain a corrected invoice, with which we can then pay the VAT element.

## 6) Holidays / Sickness

- If a whole week or more is missed due to holiday / sickness, it is really helpful if you can still send through a zero value timesheet (unsigned) covering the non-productive period. Our systems are designed to identify possible missing timesheets and this action will avoid being chased unnecessarily for a timesheet.

## Check-List of Information and Tasks before Starting Contracting with Key People

Before you start work with Key People, or very soon afterwards if arrangements have been made at short notice, you should have all the information you need to know about us and we should have all the information we need to know about you.

To help us verify that this is the case, the following check list is included for **Contract Positions:-**

Information regarding Key People Administration			
Office Location			
General Office Phone Number			
Office Fax Number			
Departmental Manager Name			
Your Appointed Consultant Name			
Consultant Direct Phone Number			
Payment Queries	Dealt by:	Information required:	
		Week ending date, Amount queried, Invoice Number	
General Queries		Dealt by:	
Information to be sent to Accounts Department (if working through your own Limited Company) before contract starts:			
Credit Transfer Form	KEY 2401	SENT:	NOT REQUIRED:
Indemnity Letter	KEY 1308	SENT:	NOT REQUIRED:
Copy of the Limited Company's VAT Registration Certificate SENT:			
Information to be sent to Accounts department after contract has started			
Limited Company Invoice	KEY 2707	SENT MONTHLY	SENT WEEKLY
Expenses Claim Form	KEY 2610	SENT AS REQUIRED	
Key People weekly timesheet	Sent with Invoice	SENT MONTHLY	SENT WEEKLY
Information to be sent to Administration Department before contract has started			
Copy of the Limited Company's Certificate of Incorporation			SENT:
Two copies of Key People Contract signed			SENT:
Quality Questionnaire	KEY 004	SENT:	

Please make sure that the Contracts department knows your current address and home phone number (especially if you move before or during the contract) and please remember when you start, to inform us of your direct phone number and email address at the customer site.

## Check-List of Information and Tasks before Starting Employee Status with Key People

If you are starting employment with Key People on a PAYE basis, the following check list has been devised to ensure that we are able to ensure a smooth transition into the Key People system.

Information regarding Key People Administration			
Office Location			
General Office Phone Number			
Office Fax Number			
Departmental Manager Name			
Your Appointed Consultant Name			
Payment Dates	Paid via BACS on last day of month		
Payment / Expenses Queries	Dealt by:	Expenses information required:	
		Claim Form date, Amount queried	
Information to be sent to Accounts Department before employment starts			
Credit Transfer Form	KEY 2401	SENT:	
PAYE Payroll Details	KEY 2305	SENT:	
Key People Pension Form	KEY 2101	SENT	
P45	SENT:	If not received before start you may be liable	
		to an emergency tax code.	
Information to be sent to Accounts Department after employment starts			
Expenses Claim Form	KEY 2610	SENT: MONTHLY	
Key People weekly timesheet	SENT: WEEKLY	Via Email:	Via Post:
Key People Holiday Request Form	KEY 001	SENT: As required	Minimum of 1-week notice required. Client agreed before sending
Confirm that float has been paid into Expenses Account:	RECEIVED:		
Information to be sent to Administration Department before employment starts			
Two copies of Key People Employment Contract signed	SENT		
A copy of your driving licence (if applicable)	SENT:	You will not be insured on our cars until this is received	
Key People Insurance Form	KEY 1051	RECEIVED:	SENT:
Quality Questionnaire	KEY 004	SENT:	
Medical Questionnaire	KEY 0307	SENT:	
Institute of Clinical Research Application Form (if required)			SENT:

**PAYE PAYROLL DETAILS (KEY 2305)**

If you are to work as a contractor on a PAYE basis, please complete this form and return it to our Head Office in St Albans. This will ensure that your payments are processed quickly and accurately and are paid via the credit transfer.

I confirm that if at any time I owe the Company any sums of money, the Company may deduct such sums of money from any amounts, which the Company owes me, subject to the Company providing me with such written confirmation.

I authorise you to pay the monies owing to me through the credit transfer, the bank details where I want payments to be made are as follows:

**FULL NAME:** \_\_\_\_\_ **TITLE:** \_\_\_\_\_

**BANKERS:** \_\_\_\_\_

**BRANCH:** \_\_\_\_\_ **SORT CODE:** \_\_\_\_\_

**ACCOUNT NAME:** \_\_\_\_\_ **A/C NUMBER:** \_\_\_\_\_

\_\_\_\_\_

I have enclosed my P45 / I will send my P45 with my first Time Sheet \*

I confirm that the address to which my payments are to be sent is: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The following information is required by our payroll system. Failure to provide this information may result in incorrect Tax and NI deductions being made.

**MARITAL STATUS:** \_\_\_\_\_ **DATE OF BIRTH:** \_\_\_\_\_

**NATIONAL INSURANCE NO:** \_\_\_\_\_ **START DATE:** \_\_\_\_\_

**SIGNED:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

- Please delete as applicable

**To:** Accounts Department  
Key People Ltd  
Adelaide House  
Adelaide Street  
St Albans, Herts,  
AL3 5BE

**Key People Holiday Request Form (KEY 001)**

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**NUMBER OF DAYS OF ENTITLEMENT:** \_\_\_\_\_

**DATES:** \_\_\_\_\_

**FROM:** \_\_\_\_\_

**TO:** \_\_\_\_\_

**TOTAL DAYS USED:** \_\_\_\_\_

**TOTAL REMAINING DAYS:** \_\_\_\_\_

Please complete and return with no less than five working days notice and confirmation from Authorised Client manager before sending.

**To:** Administration Department  
Key People Ltd  
Adelaide House  
Adelaide Street  
St Albans, Herts,  
AL3 5B

## Company Car Insurance Form (KEY 1051)

**DRIVERS NAME:** \_\_\_\_\_

**AGE OF DRIVER:** \_\_\_\_\_

**CAR REGISTRATION NUMBER:** \_\_\_\_\_

**CAR MAKE AND TYPE:** \_\_\_\_\_

**ENGINE SIZE:** \_\_\_\_\_

**COST OF CAR:** \_\_\_\_\_

**INSURED FROM DATE:** \_\_\_\_\_

NB Spouse insured if over 25 years of age (if under an excess of £400 will be your responsibility) for social, domestic and pleasure use. Partners are not insured.

**Please advise Karen Doxon of Clarke Cleverly on 01375 383955.**

In case of Insurance Claim call Norwich Union on 0800 678 999 and State Policy Number (On cover note). They will advise of Coachworks or Mechanics that can be used in claimant's locally.

## Key People Ltd Car Servicing and Maintenance Policy

### General Maintenance

You are responsible for maintaining your company car in clean and roadworthy condition.

In addition to petrol, the following are covered by your mileage allowance:

- Car wash
- Windscreen wash
- Oil

### Servicing

Please contact your Key People representative and they will advise you of your appropriate local service centre.

It will be your responsibility to arrange / organise your appointment with the garage. Your car documents will advise you when each service is due.

Your float should be used to cover the cost of car servicing and this will be reimbursed on receipt of an authorised garage invoice.

### Breakdowns

In the event of a breakdown please contact the Automobile Association, or if appropriate, Manufactures Warrantee cover direct, details of which are provided with the car documents.

### Insurance Claims

In the event of a third party insurance claim, it is important to take insurance details and registration number of the other vehicle(s) involved. Failure to do this could result in you being responsible for the excess payment.

If you are responsible for the first accident, Key People will pay for the excess charge of £250.00. In the case of any subsequent accidents where it is your fault, then you will be responsible for future excess charges. If no further accidents occur within the same year then at the beginning of the New Year, Key People will again pay the excess charge.

Any insurance claims / queries you have from Monday to Friday should be reported to your Key People representative on 01727 811634. Any urgent claims on Saturday or Sunday should be reported directly to the Norwich Union on 0800 678999, you should then inform Key People of the situation by 09:30 of the next working day.

To: Accounts Department  
Key People Ltd  
Adelaide House  
Adelaide Street  
St Albans, Herts,  
AL3 5BE

**Key People Pension Form (KEY 2101)**

**NAME:** \_\_\_\_\_

**HOME TELEPHONE NUMBER:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

\_\_\_\_\_

**DATE OF BIRTH:** \_\_\_\_\_

**EMPLOYMENT START DATE:** \_\_\_\_\_

**EMPLOYER CONTRIBUTION: 5%** \_\_\_\_\_

**EMPLOYEE CONTRIBUTION:** \_\_\_\_\_



**HEALTH QUESTIONNAIRE (KEY 0307)**

**PRIVATE AND CONFIDENTIAL**

Please complete and return this form as directed.

The health of each candidate is considered individually and no decision to reject a candidate on medical grounds will be made without a medical examination or medical advice being sought.

You should notify us immediately if you have any serious illness after completing this form and before you take up the appointment offered as a result of your application.

If you give any information that you know is false - or you withhold any information

**SECTION ONE - RECRUITMENT - TO BE COMPLETED BY THE EMPLOYER**

**COMPANY** \_\_\_\_\_ **DEPARTMENT** \_\_\_\_\_

**NAME OF PERSON RESPONSIBLE FOR RECRUITMENT** \_\_\_\_\_

**NAME AND CONTACT TELEPHONE NUMBER OF PERSON TO WHOM MEDICAL CLEARANCE SHOULD BE RETURNED**

\_\_\_\_\_  
\_\_\_\_\_

**JOB TITLE / POSITION APPLIED FOR**

\_\_\_\_\_  
\_\_\_\_\_

**SECTION TWO - TO BE COMPLETED BY THE EMPLOYEE**

**SURNAME** \_\_\_\_\_ **DATE OF BIRTH** \_\_\_\_\_

**FORENAME** \_\_\_\_\_ **SEX**    **MALE / FEMALE** \_\_\_\_\_

**HOME ADDRESS** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**POST CODE** \_\_\_\_\_

Please complete the next page

### SECTION THREE - MEDICAL HISTORY / DETAILS

<b>Do you, or have you ever suffered from any of the following:</b>	<b>Yes</b>	<b>No</b>
1) Do you suffer with any heart condition or high blood pressure	<input type="checkbox"/>	<input type="checkbox"/>
2) Do you suffer with Diabetes	<input type="checkbox"/>	<input type="checkbox"/>
3) Do you suffer with Epilepsy or fits	<input type="checkbox"/>	<input type="checkbox"/>
4) Do you suffer with frequent headaches or migraine	<input type="checkbox"/>	<input type="checkbox"/>
5) Do you suffer with any physical disability	<input type="checkbox"/>	<input type="checkbox"/>
6) Do you smoke	<input type="checkbox"/>	<input type="checkbox"/>
7) Do you suffer with any eye complaint including blurred vision or eye discomfort	<input type="checkbox"/>	<input type="checkbox"/>
8) Do you normally wear glasses or contact lenses?	<input type="checkbox"/>	<input type="checkbox"/>
9) When did you last have an eyesight test?	<input type="checkbox"/>	<input type="checkbox"/>
10) <b>Have you ever been in hospital as a patient?</b> (Please provide details)	<input type="checkbox"/>	<input type="checkbox"/>
11) <b>Are you currently on any treatment being prescribed by a Doctor?</b>	<input type="checkbox"/>	<input type="checkbox"/>
12) Any other significant medical problem? (excluding coughs/cold/flu please listed above)		

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#### Declaration:

**I declare that all the foregoing statements are true and complete to the best of my knowledge and belief and I am not aware of any other medical condition not referred to elsewhere in this questionnaire.**

**I understand that I may be required to undergo a medical examination by the company's appointed medical adviser for pre-employment purposes only**

**Yours signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**TO:** Accounts Department  
Key People Ltd  
Adelaide House  
Adelaide Street  
St Albans, Herts  
AL3 5BE

**INDEMNITY (KEY 1308)**

Dear Sir / Madam

This is to confirm that this Company warrants that it is responsible for any TAX and NI Liabilities that may become due on it and, further, accepts that Key People has no responsibility at all for the payments or deductions of TAX and NI for this said company.

Yours sincerely

For and on Behalf of

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**SIGNATURE OF DIRECTOR(S)**

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**PRINTED DIRECTOR'S NAME**

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**(PRINT COMPANY NAME)**

**CREDIT TRANSFER AUTHORISATION (KEY 2401)**

If you are to invoice Key People through your Limited Company, please complete this form and return it to our Head Office (St Albans). This will ensure that your invoice is processed as quickly as possible and paid via the BACS system.

**ON BEHALF OF MY COMPANY** \_\_\_\_\_

I authorise you to pay the monies owing to it direct into the Company bank account, the details of which are as follows: -

**BANKERS:** \_\_\_\_\_

**BRANCH:** \_\_\_\_\_ **SORT CODE:** \_\_\_\_\_

**ACCOUNT NAME:** \_\_\_\_\_ **A/C NUMBER:** \_\_\_\_\_

I confirm that the address to which my payments are to be sent is: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**For the Company:**

**SIGNED:** \_\_\_\_\_

**TITLE:** \_\_\_\_\_

**PRINT NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**For Office Use**

**ACCOUNT NO:** \_\_\_\_\_

**DATE ENTERED:** \_\_\_\_\_

**SIGNED:** \_\_\_\_\_

## General information regarding new company set-up

This Section looks to help explain the different company set-ups and the documentation required in running your Limited Company. Setting up a company brings with it obligations and understanding these help making your decision an easier one. It is always worthwhile taking advice from a solicitor or accountant as to what best suits your personal situation.

### 1) Is there more than one type of Company?

There are four main types of company:

- Private company limited by shares – members' liability is limited to the amount unpaid on shares they hold.
- Private company limited by guarantee – members' liability is limited to the amount they have agreed to contribute to the company's assets if it is wound up.
- Private unlimited company – there is no limit to the members' liability.
- Public limited company (PLC) – the company's shares may be offered for sale to the general public and members' liability is limited to the amount unpaid on shares held by them.

### 2) What is a single member company?

A single member company is a private company, limited by shares or by guarantee, which is incorporated with one member, or whose membership is reduced to one person.

### 3) Can a single member run the company?

No. The company must still have at least one director and one secretary (this could be a member of your family, partner etc) who cannot also be the sole director.

### 4) Who can form a company?

The Companies Act generally allows one or more persons to form a company for any lawful purpose by subscribing to its memorandum of association. However, a public company or an unlimited company must have at least two subscribers.

### 5) What is a memorandum of association?

This document sets out:

- the company's name,
- where the registered office of the company is situated ( in England, Wales or Scotland ) ; and
- what it will do (its objects). The object of a company may simply be to carry on business as a general commercial company.

### 6) What are articles of association?

This document sets out the rules for the running of the company's internal affairs.

## 7) What is the Certificate of Incorporation?

All companies are issued with a Certificate of Incorporation and associated Company Number. This is the official recognition that the company has been formed. The original certificate should be kept safe. It is likely to be needed to open a bank account and a copy of which will be required by your Key People representative to add to your contract.

## 8) Why do I need shares?

The shareholders of a company are its legal owners and are the only people who can receive dividends. Dividends are payable in exact proportion to the holdings. Decisions are made on the company by the shareholder voting and decided according to rules relating to the holding proportions.

## 9) Can anyone be a company director?

In general terms, yes, but there are some rules. You can't be a company director if:

- you are an undischarged bankrupt or disqualified by a court from holding a directorship, unless given leave to act in respect of a particular company or companies;
- in the case of PLCs or their subsidiaries, you are over 70 years of age or reach 70 years of age while in office, unless you are appointed or re-appointed by resolution of the company in general meeting of which special notice has been given.

There is no minimum age limit in the Companies Act for a director to be appointed in England and Wales. However, he or she must be able to consent to his or her own appointment.

## 10) Can I choose any name I want for my company?

No. There are some restrictions on your choice of company name:

### Company Name checks:

It is important to check that the name you want is acceptable to Companies House before you complete the company formation document.

Briefly, the restrictions are that:

- a) you cannot register the same name as another company;
- b) the use of certain words is restricted; and
- c) names likely to cause offence are not allowed.

It is also important to check whether your chosen name is similar to any other names already on the register. If your chosen name is too like another name, an objection could be made within the 12 months following the incorporation of your company and you could be directed by the Secretary of State to change the company's name.

## Key People Terms of Employment

### 1) Employee / PAYE

If your preference is to be an employee of Key People, then this should be discussed with your representative consultant who will advise you of the benefits available to you if this is a possible option. The advantages to you with this choice is likely be the employee benefits you may have become accustomed to such as sick pay, etc. Most of your tax and NI (National Insurance) is taken care of via the Pay As You Earn system (PAYE), leaving you with minimal administration bar your annual personal tax return. You also have the security of being paid without the gaps in your employment.

Key People will be responsible for all the traditional employee contributions such as National Insurance, holiday pay, sick pay, pension (where applicable) and Private Health Insurance (where applicable).

You would have the options of either a fixed term contract – where the employment term is restricted to an end date, or a permanent offer of employment, which would only be restricted to a time frame, should one or other party provides written notice. Further details of this should again be discussed with your Key People representative.

Those wishing to contract frequently take this option, but are concerned with the spectre of employment gaps that contracting could bring. However, if you have discussed the opportunities at length with your Key People representative this rarely is an issue. It is also worth reflecting that the majority of contractors are in work all the time they want to be.

### 2) Limited Company

Providing your services through a Limited Company (see reference Company Set-up points 1-11) substantially increases the scope for financial planning. It is a route chosen by many because it results in keeping a greater proportion of your money earned.

In the simplest case you will have your own Limited Company of which you are the sole employee. You and it are effectively a single entity. You will be contracted to Key People on site at one of our Clients' site who will be looking for a flexible resource with your technical expertise. For this expertise you will charge a daily / hourly rate to Key People and complete timesheets approved and signed by a Client authorised representative. The income earned is paid by Key People to the Limited Company and then the task is to get it from there to you in the most efficient manner possible i.e. with the least amount of deductions.

If this is the route chosen then Key People can help to refer companies that can help you formulate this company and deal with your administrative responsibilities.

### Key People Quality Questionnaire (KEY 004)

We want you to get the **most** from our services and support.

To help us better understand and respond to your needs, please fill in and return this easy to complete questionnaire. Your answers will be treated in the **strictest confidence** and will not be passed to anybody else without your expressed consent.

Your completed questionnaire will ensure that:

- Your details are correct and up-to date.
- The information received enables us to ensure that we are working to suit your needs as closely as possible.

1) Was your name and address printed correctly above **Yes**  **No**   
If not simply change as appropriate

2) Can you also confirm your telephone numbers, and let us know which of them you would prefer us to contact you on:

	STD Code	Number	Change if incorrect	Tick preference for contact
<b>Daytime</b>	_____	_____	_____	_____
<b>Evening</b>	_____	_____	_____	_____

Attitudes towards Recruitment Agencies in general  
Please tick only one box for each question

Firstly, we think it is important to keep in touch with the attitudes of our contractors towards recruitment in general. Please read the statements on the left and indicate how much you agree or disagree with the statement by ticking the box that closely corresponds to your view.

	Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
a) I feel financially better off now than I have ever been?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Do you expect an agency to ensure consistency and quality in terms of Customer Service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) I can rely upon an Agency to pay me on time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) In your opinion do Agencies provide value for money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) I like to develop a relationship with just one/two agencies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) I expect the agency to fully understand my skill set/needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**The Internet**

- a) If you use the Internet, how often do you access it for any reason, either at home, work or elsewhere
  - Every or most days
  - Once every month or so
  - Once a week
  - Less often
  - Once every two weeks
  - Never
- b) In the future would you consider using the Internet for:
  - Searching for employment
  - Establishing password access to your CV

Your opinion of Key People in general  
Please tick only one box for each question

	<b>Strongly Agree</b>	<b>Not sure</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
a) It is easy to check over the phone any problems with my Account Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) I can rely on Key People to pay me on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Key People have negotiated a fair daily rate for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Key People is very supportive to my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Key People presented me with a good range of job prospects at the time I was looking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Key People fully understood my skill set/ needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Key People prepared me with a full understanding of the Company/Job role at the time of interview	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Key People treat me as an individual not as a number.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Key People is a customer-friendly company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J) Key People is an expert on Clinical/IT recruitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## The contact you have had with Key People by telephone

This Section covers the contact you have had with Key People by telephone in the last six months

1) Have you Contacted Key People in the last six months?

Yes  Go to Q2

No  Go to Q

If yes, please answer Q2: If no, please go to Q

2) What was the reason for the most recent call?

Please tick all that apply

An enquiry about a payment

A general enquiry

A rate increase

A contract extension

3) Was your telephone enquiry fully resolved or not?

Fully resolved  Go to Q5

Partly resolved

Not resolved

Still ongoing  Go to Q5

4) If you felt your telephone query was partly/not resolved, do you think Key People did everything it could to try and resolve your query?

Yes

No

Don't know

5) Was the time taken to answer the telephone quicker, slower or about the amount of time you would have expected?

Quicker

As expected

Slower

6) Overall, how satisfied are you with the telephone contact you had with Key People in the last six months?

<b>Extremely Satisfied</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>	<b>Not Sure</b>	<b>Fairly Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Extremely Dissatisfied</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7) In the last six months, have you contacted Key People because you were unhappy with something, or felt like contacting Key People because you were unhappy with something?

**Yes, contacted Key People**  **Go to Q8**

**Yes, felt like contacting Key People**  **Go to Q8**

**No**  **Go to Q10**

If yes, please answer Q8: if no, please go to Q10

8) What was it about?

	<b>Actually contacted</b>	<b>Felt like contacting Key People</b>
<b>Handling of Enquiry</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Slow Payment of bills</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Non payment of bills</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Attitude of Key People staff</b> (Please write in below)	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>

9) Overall, how satisfied are you with this contact handled?

<b>Extremely Satisfied</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>	<b>Not Sure</b>	<b>Fairly Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Extremely Dissatisfied</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10) Which of these statements best applies to you?

**I will not hesitate to renew my contact next time round if offered**

**I might investigate other roles/agencies at the next time of renewal**

**I will definitely investigate other roles/agencies at the next time of renewal**

**I intend to cancel my existing contact next time of renewal**

**None of these apply/ I am employed by Key People**

**Thank you very much**

**Please return this questionnaire in the reply-paid envelope provided**