

## Policy 3 TIMESHEETS

Timesheets run from Monday to Sunday, and are paid a week in arrears. Please submit your timesheet to us by noon Monday in order to be paid the following Friday for all of the A24 Group (namely – Ambition 24 Hours, Nursing Services of the UK, The British Nursing Association, Grosvenor Nursing Agency or Mayfair Nurses). Deadlines may change around Bank Holidays and these will be communicated to all Members in advance, with your payslips and/or through your booking teams. Payments are made directly into your nominated bank/ building society account by BACS (Please make sure we have the correct details). Payslip are emailed to your email address (this would have been provided by you at the time of your registration). It is your responsibility to check your payslip each week and all queries must be raised with Payroll Department within seven working days form your payslip pay date. It is also your responsibility to ensure your timesheet is clear, legible, completed correctly and has been authorised and signed by your manager (Client). Payment may be delayed if this is not the case.

### In particular, please ensure that:

- you use the correct timesheet. Note that each of our agencies has its own unique timesheet which can be downloaded from [www.a24connect.co.uk](http://www.a24connect.co.uk)

### you follow correct submission process of timesheets to Payroll for payment:

- Timesheets can be, handed in, posted (to our Head office address Payroll Department, A24 Group, 92-96 Lind Road, Sutton, Surrey, SM1 4PL) or emailed to [wages@a24group.com](mailto:wages@a24group.com) – they can be **scanned (no photos)** and emailed (**as a pdf**) to this email address at any time;
- Photographs of timesheets are not acceptable;
- Faxes are **not an acceptable** method of sending in your timesheets for processing.
- If you scan/e-mail to us please scan each timesheet to us individually and email them one per email. In the email header please put the timesheet number. This will assist the payroll department to promptly identify you.
- you use a timesheet only once, each timesheet has a unique reference so should not be copied
- you complete the correct week ending date timesheet and that all client and candidate details are correctly recorded
- the date and times you worked, excluding any breaks taken, are correctly recorded
- the total hours per day are correct and that the weekly totals for hours and other expenses are correct
- any reference numbers provided for shifts are entered clearly on the timesheet
- there is the dated signature of the line manager at your assignment (this authoriser must also record the total hours and expenses as shown on the timesheet). Timesheets must be signed for each shift (in the box provided at the side of the timesheet) **AND** at the bottom, for all shifts worked for that week/client.

Please note that there may be exceptions to the above. There may be different approval requirements to the above for particular clients. If this is the case for your shift, your booking consultant would be responsible for making you aware of the specific requirements for such clients.

If you have any problems with timesheets or payment you can contact us on 0871 87 333 01 or you can email [mypay@a24group.com](mailto:mypay@a24group.com). Due to processing deadlines, our lines are open Monday, Tuesday, Thursday 9am to 5pm and Friday 9am to 4pm.

In most cases timesheets should be sent to you electronically prior to you commencing a shift. If however you need further hardcopy timesheets, please email: [timesheets@a24group.com](mailto:timesheets@a24group.com) giving your name, address and telephone number.

## **End of Policy**