

Appendix 1 City of London Corporation's Temporary Agency Worker User Guide

City of London Corporation's

Temporary Agency Worker User Guide

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1. Introduction

This document sets out the City of London Corporation's corporate contract for the provision of all agency workers across all departments and institutions. This corporate contract has been implemented following a rigorous procurement and stakeholder engagement process with sign off by Senior Leadership Team, Executive Leadership Board and respective Committees.

The purpose of awarding a single managed service provider is to deliver best value for money and ensure compliance whilst mitigating risk to the City of London Corporation.

Implemented in 2025, the Reed Talent Solutions is a corporate contract awarded for a period of up to 6 years from the 28th June. This contract is centred on enabling Hiring Managers to comply with Corporation's objectives as follows:

- Supply of quality, qualified temporary agency workers - at pace
- Performance against fulfilment targets
- Creation of talent pools for specific Institutions and job categories
- Reduction in the numbers and tenure of temporary agency workers
- Suppliers understanding the specialism of CoL Departments and Institutions
- Reducing and managing off-Contract utilisation and expenditure
- Delivering and measuring value for money
- Supporting and developing initiatives that promote CoL's staff learning, development and career progression with the overall aim to reduce reliance on temporary agency workers
- Supporting City Corporation in meeting our corporate objectives

Please note there are several references to key terms in this document, if you require clarity please refer to Appendix 1 – Definitions. [Link to be added before go-live – currently under development as part of mobilisation activities]

2. Scope

This guidance applies to all temporary agency workers who are engaged by CoL but paid via Reed Talent Solutions and their agency supply chain via the corporate contract. The term temporary agency worker includes interims, contractors and temporary agency workers provided via Reed Talent Solutions and their wider agency supply chain. All temporary agency workers and their associated agency supplier must be directed via the Reed Talent Solutions corporate contract as set out in Section 8 – Governance.

*This contract excludes sole traders and casual workers - please see separate guidance notes for these categories available via [Link to be added before go-live – currently under development as part of mobilisation activities]

*Consultants can be engaged via this contract, but it may not deliver the best value. Please contact your commercial lead to understand and agree the best engagement model for consultants [Link to be added before go-live – currently under development as part of mobilisation activities].

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3. Framework for engaging temporary agency workers

Temporary agency workers should only be engaged for short term and / or immediate temporary needs. They shouldn't be used as a long-term resource solution unless deemed as the most effective route due to market pressures and in conjunction with HR.

Temporary agency worker assignments must not exceed 26 weeks. 4 weeks prior to the 26-week ending date, please refer to your CoL Contract Manager to discuss alternative, compliant engagement methods and assignment duration if you wish to continue to extend the temporary agency worker. The rationale behind the 26-week cut off point, is that temporary agency workers supplied under this contract could be moved to permanent or fixed term contract without any transfer fees being applied after this period of time.

To monitor this, the CoL Contract will access a tile on the XMS home page flagging all assignments expiring in 28 days. Hiring Managers will have access to their own assignments via the XMS home page.

When engaging temporary agency workers to cover a permanent post, Hiring Managers must review the option to recruit on a temporary to permanent basis.

To monitor this, the Hiring Manager and CoL Contract Manager will access real time exception reporting to view the temporary agency worker contracts due to expire within the next 28 days. This is accessible via the front screen of the XMS Portal. See section 7 – Reed Talent Solutions platform.

There should be a justifiable reason for requesting a temporary agency worker for the short term and / or which includes:

- When there is a vacant post with funding available and the work cannot be covered from within the existing workforce.
- When the service will be at risk, or targets for delivery are compromised.
- An unexpected or planned increase in the volume of work which cannot be covered with the existing team.
- When there are adverse effects on the health, safety, and wellbeing of staff and/ or workers.
- New short-term funding has been secured.
- Short term cover whilst permanent recruitment is being undertaken, please commence permanent recruitment activities in conjunction with engaging temporary agency workers to cover the role to avoid over reliance on the temporary agency worker.

Prior to deciding whether there is a need to book a temporary agency worker, Hiring Managers must:

- Review team capacity, consider flexible working options such as over time.
- Consider whether the work can be reallocated or deadlines extended.
- Offer additional hours to part time workers without compromising working time regulations.
- Consider deployment of talent, secondment and acting up options across all areas of CoL.

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4. The Reed Talent Solutions Hybrid Managed Service Model

How Hiring Managers can utilise the Reed Talent Solutions dynamic supply chain and direct hiring sourcing models

As set out in Section 0, this corporate contract is designed to deliver flexible, accessible sourcing methods. This means Reed Talent Solutions will fulfil the diverse range of skills required by CoL, via a mix of dynamic supply chain and Reed Talent Solutions direct hiring sourcing methods. This enables Hiring Managers to access the extensive Reed Talent Solutions network alongside a specialist supply chain.

It is important to note that Hiring Managers can also request that new / preferred agency worker suppliers can be added to the supply chain. Reed Talent Solutions and the CoL Contract Manager will support this process as set out in section 8.

The corporate contract incorporates the following headline service components:

Service Feature	Benefit
Fulfilment	Consistently achieve fulfilment targets across all categories of temporary agency workers required by the CoL
	Develop an effective and responsive Reed Talent Solutions direct hiring strategy.
	Dynamic supply chain management ensuring the migration, on-boarding, and management of existing and new external agency suppliers.
	Develop workforce planning processes to ensure robust and proactive sourcing methods.
Accessibility	Anonymised recruitment practices to ensure accessibility (in line with CoL People strategy implementation).
	Engagement with CoL's Equity, Equality, Diversity and Inclusion (EED&I) and responsible procurement objectives.
Service Delivery	Deliver recruitment and market expertise to the CoL Contract Manager and Hiring Managers.
	Implement and run a first-class recruitment service.
	Deliver a visible, consultative service; utilising pro-active and innovative recruitment methods.
	Ensure all candidates are aware of the pay rate bandings for the specific role at the outset.
	Facilitate Hiring Manager and agency supply chain briefing sessions for hard to fill / specialist roles.
	Understanding the full job brief and salary parameters prior to commencing sourcing process to ensure candidate suitability and expectations.
	Respond to all Hiring Manager requests and queries in a timely manner; implement clear comms and escalation channels.
	Present and measure all service performance metrics via real time assignment feedback and reporting to enable continual improvement plans.
	Audit all compliance documentation required for the position prior to the temporary agency worker commencing.

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The CoL contract determines that Reed Talent Solutions can fulfil pre-defined job categories directly (within an exclusivity period as explained in section 5), whilst running the dynamic supply chain for the remaining categories via the Reed Talent Solutions corporate contract. Please click [\[Link to be added before go-live – currently under development as part of mobilisation activities\]](#) to view the Reed Talent Solutions pre-defined and supply chain job categories.

The rationale behind setting out the pre-defined job categories, is to ensure Hiring Managers have combined access to both the Reed Talent Solution's extensive candidate network in their areas of specialism in conjunction with a specialist / niche supply chain via the Reed Talent Solutions corporate contract for the more challenging and specialist roles.

For further information, please see the table below which sets out what the Hiring Manager can expect from the Reed Talent Solutions direct hiring and the dynamic supply chain models. Please also see Section 8 - Governance which sets out the detailed recruitment process and the agency supply chain engagement guidance.

Direct Hiring Strategy
<ul style="list-style-type: none">• Reed Talent Solutions has a very strong on-line and local presence and will build bespoke CoL sourcing strategies and skills-based talent pools.
<ul style="list-style-type: none">• Reed Talent Solutions will partner with target local Boroughs to help those furthest from the labour market in to work in line with CoL's Responsible Procurement objectives.
<ul style="list-style-type: none">• Reed Talent Solutions aims to achieve the exclusivity period targets to submit the agreed number of suitably qualified CVs requested by the Hiring Manager.
<ul style="list-style-type: none">• Should Reed Talent Solutions not achieve the number of CVs within the exclusivity period they will release the role immediately to the agency supply chain via Reed Talent Solutions XMS system. At no time will Reed Talent Solutions delay the recruitment process and fail to deliver by not abiding by the exclusivity periods. *Please note the SLA as set out in section 5 below applies.
<ul style="list-style-type: none">• During any period of exclusivity for the direct hiring model, Reed Talent Solutions shall be open and transparent with the Hiring Manager from the outset and if in any doubt re. fulfilment within the timeframes, shall communicate this to the Hiring Manager to provide constructive feedback, additional expertise, support with re-assessing job role and manage access to a wider agency supply chain via the Reed Talent Solutions XMS system.
<ul style="list-style-type: none">• In the event the first round of Reed Talent Solutions directly sourced CVs are not suitable, Reed Talent Solutions may continue sourcing exclusively or in conjunction with the supply chain as agreed with the Hiring Manager and in-line with the corporate contract.
Supply Chain Sourcing Model
<ul style="list-style-type: none">• The CoL Contract Manager, in conjunction with the Hiring Manager may request additional agency suppliers are engaged and on-boarded by Reed Talent Solutions.
<ul style="list-style-type: none">• Reed Talent Solutions will be expected to engage with CoL chosen agency suppliers unless they are non-compliant with UK legislation or Reed Talent Solutions can

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demonstrate that it would be a financial or reputational risk to CoL.
<ul style="list-style-type: none"> If an existing agency supplier cannot fill the role, Reed Talent Solutions will proactively source the roles directly and / or identify suitable alternative agencies.
<ul style="list-style-type: none"> Any negotiation to the agreed terms for a new Reed Talent Solutions agency supplier must be approved in writing by the CoL Contract Manager or nominated delegate before any supply commences.
<ul style="list-style-type: none"> Reed Talent Solutions shall be the interface for all agencies. Where requested, Reed Talent Solutions will facilitate direct contact between the Hiring Manager and the agency supplier should the Hiring Manager need the market expertise but Reed Talent Solutions shall ensure the process and terms are adhered to.
<ul style="list-style-type: none"> Reed Talent Solutions shall proactively engage new agency suppliers to meet the requirements of new job categories and challenging / specialist skill sets.

Please see Section 8 – Governance for further guidance on agency supply chain engagement.

5. Exclusivity Periods

Reed Talent Solutions can fill this list [Link to be added before go-live – currently under development as part of mobilisation activities] of pre-defined job roles directly within the exclusivity periods; after which they will pass the role to the agency supply chain.

To avoid unnecessary delays and to ensure candidates enjoy a positive recruitment experience, Reed Talent Solutions and the Hiring Managers will be obliged to work in accordance with the timelines below:

Step	Action owner	Description
1	Reed Talent Solutions	Will send suitable CVs within the exclusivity period for directly sourced candidates and the agreed timeframes for specialist, supply chain sourced roles
2	Hiring Manager	To provide feedback within 48 hours of receiving CV's
3	Reed Talent Solutions and Hiring Manager	Dates for interviews to be confirmed within 48 hours of receiving feedback
4	Reed Talent Solutions and Hiring Manager	Interview feedback / offers within 48 hours of final interviews

Please note:

- If the Hiring Manager has not fed back to Reed Talent Solutions on CVs submitted, Reed Talent Solutions cannot continue sourcing or distribute the roles to the agency supply chain.
- The direct hiring and agency supply chain sourcing methods, timelines and fulfilment will be reviewed and measured via real time reporting on an ad-hoc and formal basis by the CoL Contract Manager.
- If there are any issues or concerns at any point in the recruitment process, please contact the CoL Contract Manager.

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6. Contract Management, Account Management and Delivery Teams

CoL Contract Management

The internal CoL Contract Manager is Alison Mulholland.

Email: Alison.Mulholland@cityoflondon.gov.uk

Phone:

The role of the CoL Contract Manager is to manage the overall delivery and performance of the Reed Talent Solutions contract; including developing strong supplier relationships and ensuring the delivery of the day-to-day the contractual obligations, continual improvement, and delivery of true value to CoL by:

- Creating a pro-active and responsive Hiring Manager and candidate focused service
- Providing a robust and proactive service; reactive to market innovation and trends
- Supporting the delivery of CoLs strategic goals and objectives
- Driving, analysing, and reporting increased productivity and cost savings
- Ensuring best value is achieved
- Developing diverse and inclusive hiring strategies to attract the best talent
- Embedding a contract which compliments CoL's permanent hiring strategy

Reed Talent Solutions Team and Contacts

Reed Talent Solutions have deployed an expert team as set out below. This team are accessible to CoL both remotely and face to face as required:

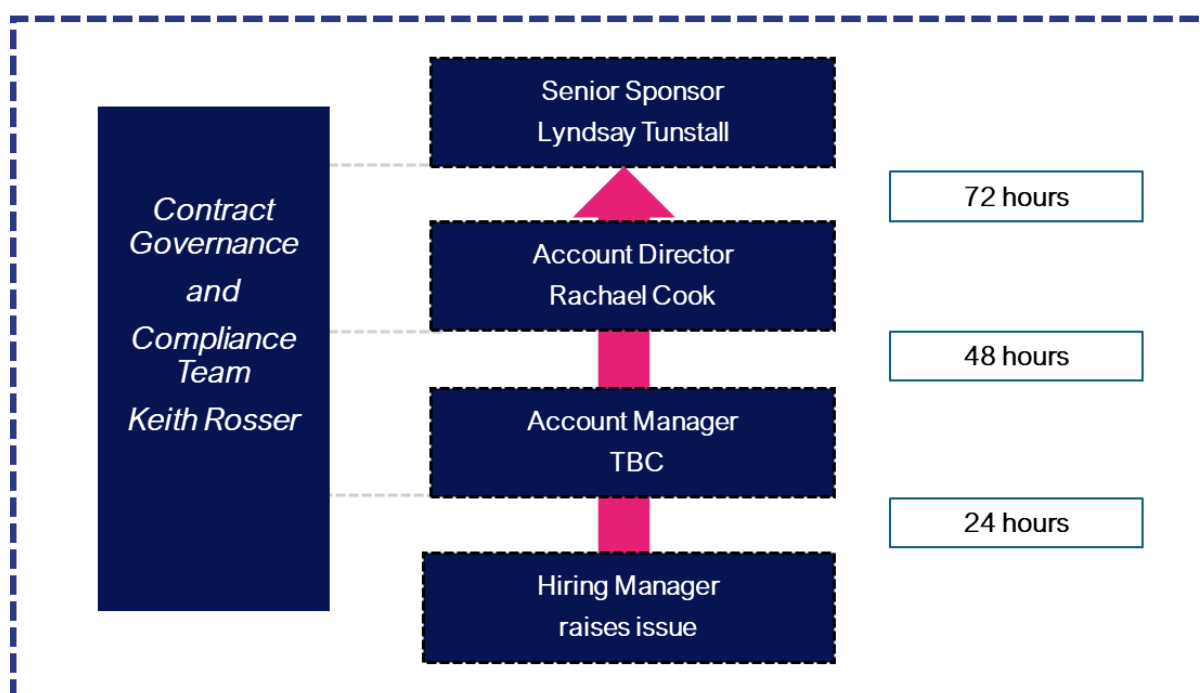
Role	Contact	Contact Details	Role and Responsibility
Account Director	Rachael Cooke	rachael.cooke@reed.com 07594513157	Contract governance, service escalations, QBR and senior stakeholder relationship management. High level Escalation.
Client Development Manager	Chantelle Sharan	Chantelle.sharan@reed.com 03301752451	Continuous improvement, innovation, social value and market insight.
Service Delivery Manager	TBC (TUPE dependent)		Role fulfillment in line with Hybrid Model (inc. supply chain management), delivery service levels and KPIs, First management level of escalation.
Recruitment Business Partner	Alice Ginman Jade Prosser Alex Hockley (CoLP)	Alice.ginman@reed.com Jade.prosser@reed.com Alex.hockley@reed.com	Day-to-day contact with Hiring Managers. Workforce planning, role briefing and fulfilment management, First point of escalation.

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Client Support Team	Shared service – contact via Recruitment Business Partners	XMS technology platform data administration and assignment management.
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Should Hiring Managers wish to raise an issue, the following escalation matrix will apply. All issues will be logged and tracked, and the CoL Contract Manager will be reviewing the issue log on a weekly basis and shall support where required to ensure swift resolution.

Escalation Matrix



7. XMS – The Reed Talent Solutions Technology System

All orders for temporary agency workers should be raised on XMS. Hiring Managers can access this through the single sign on [Link to be added before go-live – currently under development as part of mobilisation activities].

The XMS Home Page contains a User Guide detailing how to use the system. Hiring Managers are requested to use this to assist in placing the order but if Hiring Managers are unable to access the information required via the User Guide, please the Recruitment Business Partners with any queries.

Once the order for a temporary agency worker has been placed it will go through the relevant requisition approval before sourcing commences. The Reed Talent Solutions Resourcing Business Partner will work with you to find the best fit for your role and to onboard the candidate as per the sourcing and onboarding processes [Link to be added before go-live – currently under development as part of mobilisation activities]

All timesheet capture and expenses must be recorded on XMS. Candidates will submit their timesheets which must be approved by Hiring Managers by 10:00am on a Monday for the

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previous weeks work for the temporary agency workers to be paid that Friday. The Reed Talent Solutions Support Team will chase outstanding timesheets.

All requests and timesheet approvals for temporary agency workers must be sent and authorised via the Reed Talent Solutions platform.

It is the intention for the XMS platform to interface with the finance and HR SAP system currently being implemented. Further information will be provided as the SAP implementation progresses.

8. Governance

Operating process workflows

Please click on the link to view the following processes: [Link to be added before go-live – currently under development as part of mobilisation activities]

- The temporary agency worker recruitment process
- Onboarding of temporary workers (pre-employment checks)
- IR35
- Adding a new agency supplier to the Reed Talent Solutions via corporate contract

Supply Chain Engagement:

As set out in Section 6, Reed Talent Solutions are contracted to manage and ensure the migration, on-boarding, and management of all existing and new agency suppliers.

Existing agency suppliers:

During the consultation period (prior to running the procurement process), Hiring Managers across all departments and institutions were engaged in discussions around their needs including specific sourcing methods and preferred suppliers. This information was captured and included in the supply chain mobilisation plan to ensure both the 'live' agency suppliers and those the Hiring Managers have had success with previously can continue to provide services to CoL via the Reed Talent Solutions Corporate contract.

New agency suppliers:

If the existing agency supply chain cannot fill the role, Reed Talent Solutions will work with the Hiring Manager to identify suitable alternative agency suppliers, including those recommended by Hiring Managers.

Should alternative agencies not be identified or are unsuccessful, Reed Talent Solutions shall work with the Hiring Manager to provide constructive feedback, additional market expertise and support with re-assessing job role to enable a revised resourcing plan to be implemented.

This robust process is designed to ensure there should be no requirement to engage agency suppliers outside of the Reed corporate contract.

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Supply Chain Control:

Reed Talent Solutions have a wide reach across both London and other areas of the UK with both in terms of their own recruitment teams alongside a panel of qualified agency supply chain partners.

Reed Talent Solutions are contracted to ensure the agency supply chain are engaged and motivated to provide quality candidates to CoL whilst adhering to the corporate contract. Effective supply chain control will reduce the risk to CoL and control of-contract spend and agency expenditure.

Therefore, whilst the corporate contract enables the engagement of new agency suppliers, Hiring Managers should carefully consider the implications of adding new agencies to the supply chain and only do so when there is a justified reason to do so. Increasing the number of agency suppliers can impact recruitment by leading to excessive competition and market saturation.

This may result in agency suppliers becoming less engaged and motivated to work on CoL roles, potentially diminishing the quality of candidates presented.

All agency suppliers must be processed via the Reed Talent Solutions contract:

In summary, to engage agency suppliers outside of the corporate contract can:

- damage the integrity and sustainability of the corporate contract,
- lead to a decrease in visibility and performance of the agency supplier/s
- significantly increases cost
- put CoL at risk in particular reference to safeguarding, fraud and employment legislation

Any agency suppliers operating off-contract will be contacted and requested to move immediately to the Reed Talent Solutions corporate contract by the CoL Contract Manager.

Any non-compliance will affect the agency supplier's ability to provide services to CoL. To avoid any issues this situation will likely cause, please contact Reed Talent Solutions Recruitment Partners (section 6) and follow the process set out in this link [Link to be added before go-live – currently under development as part of mobilisation activities] and communicate any issues to the CoL Contract Manager.

Supplier Queries:

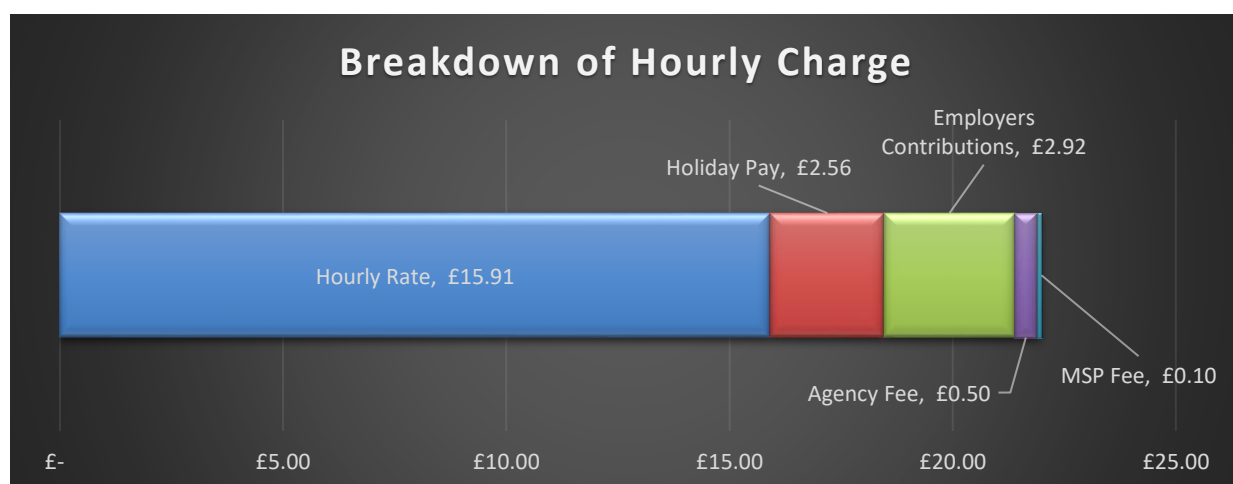
Reed Talent Solutions adhere to the strict payment terms for all agency suppliers. Should an agency supplier raise any issues relating to this or any other aspects of the agreement, please refer them to the CoL Contract Manager for resolution. All payments for any agency will be processed via the Reed Talent Solutions corporate contract.

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Temporary Agency Worker Job Categories

Each position held on the CoL establishment (City People) has been allocated a "job category". The job category defines the fee Reed Talent Solutions and the agency supplier will charge CoL for the managed service provision (MSP fee) and the temporary agency worker (hourly rate, statutory costs and agency fee). These are all fixed pence fees rather than a percentage which means if the worker rate increases, the fees applied do not.

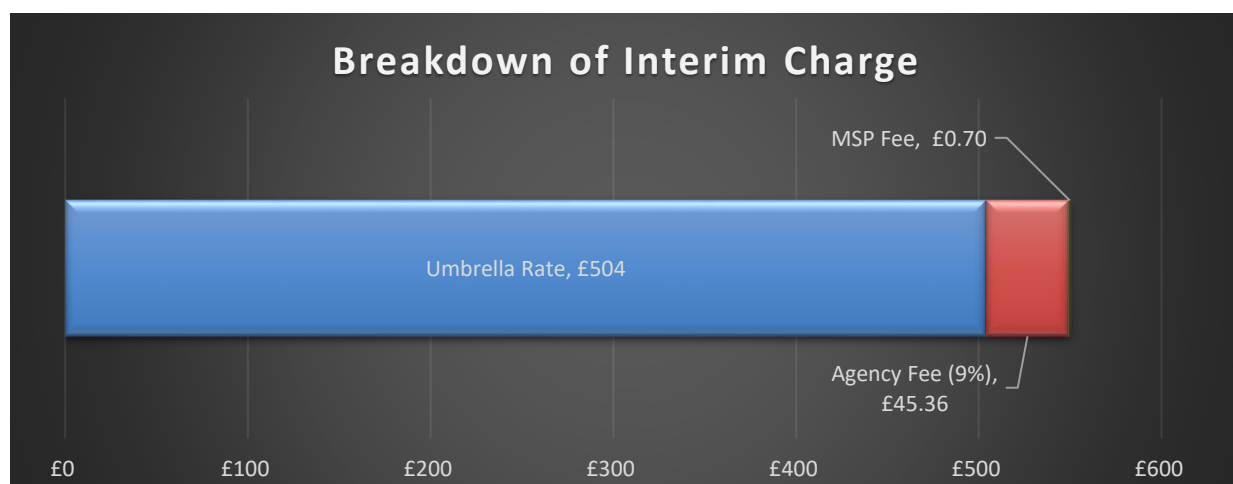
The pay and statutory costs remain the same regardless of whether Reed Talent Solutions or the agency supply chain fill the role. If Reed Talent Solutions fulfil the role directly, the agency fee will apply. go to Reed. If Reed Talent Solutions engage an agency supplier to fulfil the role, the agency fee will apply, shall be passed through to the agency in full and the nominal. The Managed Service Provider (MSP) fee will apply to cover all supply. This covers the cost of managing the XMS technology and management of the process. The fee breakdown is as set out below:



The exception to this is the interim job category. The fees for this category are based on a percentage, so will increase dependent on the pay of the engaged temporary agency worker. The interim category applies to Assistant Director roles and above, and all roles at grade I and above. It also applies to any temporary agency worker paid over £350 a day or £50 an hour.

See the example below of the breakdown for daily rate interim worker:

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All fees are set in the Reed Talent Solutions XMS system and are audited by the CoL Contract Manager to ensure compliance.

Off Payroll Working (IR35)

IR35 is a set of tax legislation designed to combat tax avoidance by workers, including those engaged via an agency.

All temporary agency worker roles will be assumed to be inside IR35, meaning that tax and National Insurance (NI) will be deducted at source. If a Hiring Manager believes the role should be outside IR35, they must consult with the CoL Contract Manager, who will complete the HMRC Assessment Tool (CEST) with the Hiring Manager to establish the correct position. The CEST tool can be accessed at www.gov.uk/guidance/check-employment-status-for-tax.

Upon completion, the CEST tool will generate a Status Determination Statement (SDS), which will determine the status of the position based on the responses regarding how the individual will be engaged. A worker can only be engaged outside IR35 if the SDS indicates that Off-Payroll working rules (IR35) do not apply. This SDS document should then be provided to Reed Talent Solutions when requesting the worker. Reed Talent Solutions will then forward this document to the agency supplying the individual, confirming their Outside IR35 status. Without this SDS, Reed Talent Solutions cannot engage anyone outside IR35.

It is the responsibility of CoL to ensure that the worker's status remains consistent with the SDS document throughout their engagement, as any changes can affect this determination. Below are some helpful questions to use when considering if you need to undertake the CEST process:

Consultancy

Where a Hiring Manager wishes to engage a consultant with specialist skills, external agencies may need to be engaged to find a suitable individual. It is vital that Hiring Managers work with the recruitment and procurement team to stay within procurement regulations when engaging Consultants.

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Authorisation will be needed for any post which requires the use of a Consultant. If the role being covered is not pre-established, it will require work / project outputs to be developed in conjunction with Corporate Procurement in line with normal processes.

Commercial will lead on the assessment with input from the Hiring Manager. Hiring Managers must not engage with any Consultant outside of the procurement process.

Non-establishment temporary agency worker roles

If the temporary agency worker role you require is not on the XMS system, this means there is no equivalent role in the CoL HR system. In this instance, the Hiring Manager will need to contact the CoL Contract Manager who will review the comparable establishment roles and if not; process the approval and form to create a new role.

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9. Management of Temporary Agency Workers

On-boarding

It is essential that CoL provide all temporary agency workers an induction that is appropriate to their role and planned length of assignment. This should include an orientation, information about CoL policies and procedures and introductions to relevant colleagues.

All temporary agency workers must complete the relevant mandatory training for their role.

Hiring Managers are expected to plan what functions are to be undertaken and monitor agency workers performance for the duration of the assignment.

Hiring Managers must ensure all equipment e.g., diaries, mobile phones, ID badge are processed and distributed in time for the temporary agency worker as required to undertake the work.

Any issues must be escalated to Reed Talent Solutions - view issue escalation and contact details in section 6.

Timesheets

The temporary agency workers are responsible for submitting their hours into XMS by close of play Friday.

Hiring Managers (or their delegated business support function) are responsible for authorising agency worker timesheets in XMS by close of play the following Monday.

Hiring Managers (and their delegated business support) should ensure these timelines are adhered to, to ensure all agency workers are paid for work they have undertaken. Hiring Managers are also obliged to ensure that temporary agency workers submit their hours on a weekly basis so as not to accumulate a large sum which may affect budgets.

For weeks containing bank holidays, Hiring Managers will be advised of revised timelines via the XMS home page and / or Hiring Manager communications.

Performance

Hiring Managers should raise any concerns about the temporary agency workers performance to Reed Talent Solutions Recruitment Business Partner (see section 6) in the first instance for resolution. Following this initial contact, the escalation process (section 6) will be followed as required.

Where matters cannot be resolved or are of sufficient seriousness to potentially prevent future placement of the temporary agency worker. Hiring Managers have a responsibility and to ensure that concerns are raised and addressed where appropriate. Please raise issues as soon as they occur.

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Although the temporary agency worker provided is under the direction and control of CoL, the Hiring Manager must raise any issues with Reed Talent Solutions and under no circumstances should the temporary agency workers be subject to any form of appraisal or disciplinary process. This must all be managed by the temporary agency workers provider (Reed Talent Solutions directly or their agency supplier). Failure to adhere to this poses significant risk to CoL.

Where CoL has reason to believe that professional or other codes of conduct have been breached, this will be reported to Reed Talent Solutions who will follow their internal compliance processes.

Temporary agency workers leaving / completing assignment:

Early leavers:

If a temporary agency worker leaves an assignment early, the Hiring Manager should inform the Reed Talent Solutions Client Support Team and the Recruitment Business Partner immediately. The Hiring Manager will be requested to provide the reason for leaving to enable Reed Talent Solutions team to report and flag any issues and / or trends.

Should the Hiring Manager no longer require the temporary agency worker, the Hiring Manager should inform the Reed Talent Solutions Client Support Team and the Recruitment Business Partner immediately.

If no replacement is required, Reed Talent Solutions will close the current assignment in XMS. Should a replacement be required, the Hiring Manager will raise a new order and begin the sourcing process.

Approaching the end of assignment:

In the XMS landing page, there are two tiles which will highlight any assignments that are due to expire within 28 and 56 days. This is a quick guide for the Hiring Managers to view and manage their temporary agency worker leaver profile.

The Reed Talent Solutions Client Support Team will also reach out to the Hiring Manager to ascertain whether the role needs to be extended. This will occur at 6 weeks, 4 weeks, and 2 weeks before the end of the temporary agency worker's assignment. It is the responsibility of the Hiring Manager to ensure that extensions are placed. Failure to extend the booking will result in your temporary agency worker losing access to XMS systems and payment processes.

Off-boarding:

Prior to commencing assignments, temporary agency workers are required to sign a candidate agreement form which is the code of conduct including return of equipment upon completion of assignment. Failure to return all items within the agreed period could result in final payments being withheld.

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At the end of the assignment, temporary agency workers will be requested to complete an exit survey which will be reviewed and reported to the CoL Contract Manager as part of the management information and continuous improvement planning.

Holiday:

Temporary agency workers can book off up to 28 days per year (including statutory days), any additional holiday that is due under the Agency Worker Regulations, is compensated for in their hourly rate.

Please encourage any temporary agency workers to take their holiday (Reed Talent Solutions will support with this) to ensure that they take time away and support their well-being. CoL will not be charged when a temporary agency worker takes holiday, as this element for paid leave, is priced in as part of the overall charge rate.

In addition, CoL may ask departments to furlough agency workers for short periods, for example at Easter to deliver savings on resource.

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Appendix 1 - Definitions

City of London Corporation (CoL)	Is the contracting authority – hereinafter referred to as CoL. Reference to CoL incorporates City of London Corporation Corporate and Service Departments and Institutions.
Temporary Agency Worker	Individuals not employed by CoL but who are offered and provided assignments by Reed Talent Solutions directly or via the Supply Chain to fulfil a specific role for a defined period in return for a fee. They act under the supervision and direction of CoL and usually conduct work in job-evaluated roles. This term includes Consultants and Interims.
Consultant	Refers to a person or organisation that works on deliverables and outcome-based projects to deliver a distinct piece of work / project, either via milestone payments or an agreed daily rate based on defined project outputs
Interims	is an individual who is not employed by City Corporation but is hired via a Third Party or Agency and is paid on a daily rate rather than agency workers who are paid in accordance with a corporation pay grade. They usually conduct work requiring subject matter experience and executive leadership, equivalent to Grade H and above. They act under the supervision and direction of the City Corporation and usually conduct work in City of London Corporation, job-evaluated roles
Agency supply chain / Agency Supplier	Agencies engaged, managed, and paid by the MSP to deliver services to City Corporation
Self-Employed Contractors or companies	Contractors outside IR35 and service companies
Casual Workers	Workers who are engaged and paid through the City of London Corporation payroll who have worker status rather than employee status
Reed Talent Solutions Direct Hiring Model	Where Reed Talent Solutions source temporary agency workers directly.
Dynamic Supply Chain Management Model	Where Reed Talent Solutions identify, on-board and manage the agency supply chain to deliver temporary agency workers to City Corporation via the corporate contract
CoL Contract Manager	Means an officer of the City Corporation responsible for managing the corporate contract
Hiring Managers	Means the Hiring Managers who will access the corporate contract
Hybrid Managed Service Provision (MSP)	Reed Talent Solutions will run a Hybrid Managed Service Provision via a mix of Dynamic Supply Chain Model and the Reed Talent Solutions Direct Hiring Model as stipulated throughout this document and links
Pre-defined Job Categories	The job categories pre-defined as categories Reed Talent Solutions can fill directly
Exclusivity Periods	Is where Reed Talent Solutions recruits for a role exclusively for a specified period only