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Hello and welcome to Smart TM Solutions,

Firstly, thank you for taking the position offered of Traffic Management Operative.

The role will be to direct traffic into one of the National testing sites and ensure that people enter safely and quickly to avoid any other issues. You will be playing an important role in the current National Pandemic and you are now classed as a 'Key Worker'. It's imperative that we keep these sites staffed and that they can test as many people as possible each day so that we can start to beat this virus.

From lessons learned from the first sites that we have opened, there is an issue with people that are not turning in for the shifts. This is causing massive problems. If for any reason you no longer wish to continue with the work or there may be some possibility that you may not turn up for the first day, PLEASE LET US KNOW IMMEDIATELY.

We do have other people interested in the work and if it's not for you we can appreciate that. Leaving the site short-staffed has a detrimental impact on its testing capabilities and will result in fewer people tested on a daily basis. But if you could let us know and keep us informed, we can change things to make sure these NHS sites are run correctly and have enough manpower on them.

This is an important role and will help to shape the future of this virus and ensure that fewer people are effected in the long-run.

Thank you again for your support

Tony Pope

Smart TM Solutions Ltd

SITE RULES

1. You must adhere to the strict social distancing guidelines and remain at least 2m from everyone at all times. If you feel unwell or begin to show any symptoms whilst at work, then you must notify your supervisor immediately and leave site.
2. No mobile phones are permitted to be used on site.
3. If you need to leave your post whilst on shift then you must inform your supervisor and await a replacement before leaving
4. You must remain polite and courteous to all staff and site attendees at all times. If you feel that you are being verbally abused or feel threatened in any way then you must report this to your supervisor immediately.
5. Dress code is:
 - a. Safety boots to be worn at all times – you will need to provide these for yourself
 - b. Hi-Vis jacket to be worn at all times – provided on site
 - c. Black clothing must be worn (can be black pants and black jumper/t-shirt)
 - d. No slogans or slanderous comments on clothing
 - e. Caps will be provided on site
6. You must sign in at the start of every shift. This is a legal requirement and ensures your safety and the safety of those around you on site.
7. All staff must carry photo ID with them at all times whilst on site.
8. There is no smoking whatsoever on site. There are designated smoking areas and these are the only places where you can smoke. Failure to comply with this could lead to removal from site.
9. You must not share any information/pictures of anything that happens on the site. This includes social media and sharing information/pictures with friends.
10. Breaks will be taken at the specified and allotted times. These will be relayed during your shift by the supervisor or TSCO (Traffic Safety Control Officer).
11. You will not be permitted to leave site for lunch time or break times. Lunch is provided and is free of charge.
12. If you have any questions or concerns regarding your pay, hours, contract, working conditions, PPE, welfare or any other work issue then this must be directed to your supervisor on site and no-one else.

THESE RULES ARE TO ENSURE THE SAFETY OF YOU AND THOSE ATTENDING THE SITE. IT IS IMPERATIVE THAT YOU STICK TO THESE RULES AND FAILURE TO DO SO COULD LEAD TO FORMAL WARNINGS AND EVEN REMOVAL FROM SITE.

FAQ SHEET

1. What will my shift pattern be?
 - a. Each site is different and will be operating different opening/closing times. You will receive notice beforehand of the shift patterns and you will receive a Rota following training that should list up to 4 weeks of your shift pattern.
2. When do I get paid?
 - a. Payments are made monthly and will be in arrears. You will be able to see your payments in the TOAST app (see TOAST instructions)
3. What happens when I first get to site?
 - a. You should be greeted by the TSCO or site supervisor and they will take a register of who is on that particular shift. You will be required to sign in and listen to any briefings or toolbox talks that may have been assigned for the day.
4. Can I bring my own lunch onto site?
 - a. Lunches will be provided for all workers so there is no need to bring any food onto site.
5. I have a dietary requirement – will this be taken into account?
 - a. Yes – please let your agency know as soon as possible if you have a dietary requirement and this will be accommodated.
6. Will I be touching or interacting with people who are coming on site to be tested?
 - a. NO – you should not come within 2m of anyone on site at any time. You will be required to talk or direct site attendees from time to time but you should never physically engage with anyone!
7. Are there toilet facilities and a canteen on site?
 - a. Yes – there are full facilities and welfare on site for every operative.
8. What exactly will I be doing?
 - a. You will be marshalling people in and out of the testing site. This will involve directing traffic and ensuring the safety and welfare of site attendees whilst they are on site. You will be guided by experienced TSCO's and supervisors at all times.
9. What if I have a question whilst I am working?
 - a. Just ask the TSCO or supervisor on site and they will be happy to assist you
10. What happens if I can't make my shift or I am going to be late?
 - a. You must call the site supervisor as soon as possible to let them know. Details of these will be given on day 1.

TRAINING

Every operative on site must hold a TTMBC and Banksman qualification. Smart will be training all operatives without these tickets within the first two weeks of you being on site.

What is a TTMBC?

The Temporary Traffic Management Basic Course (TTMBC) is for all persons starting work for the first time within the high-speed temporary traffic management industry, and those persons that DO NOT hold any NHSS 12 A/B,C registration cards.

What is a Banksman Qualification?

Banksman Course - A one-day course covering practical techniques and hand signals to assist drivers when reversing.

The total cost of this training will be between £150 and £200. This cost can be deducted from your first full months wage. You will receive a full breakdown of the training costs for your records and accounting purposes.

PAYMENTS

We need to sort your payments out now that you are all confirmed and on site

All payments made to you are paid as Gross payments (monthly) and therefore you will be responsible for sorting your own Tax and NI out.

With this, there are some options for how you can be paid

Option 1

Those who are already set up on the system from previous work, your payments will continue as normal.

The next 2 options are for those who are new to the business

Option 2

Payments can be made to you own limited company, if you have one, if not you will need to set one up, This is fairly simple and can be done online, but you then have to manage your own tax payments through an accountant.

Option 3

Work under an umbrella Company, this is where you become an employee of the umbrella company and receive weekly/monthly payslips. They will have the benefit of SSP if they were to be off work sick (paid at the statutory rate set by the government).

If you do not provide us with information as listed above within 5 days of starting on site, then you will automatically default to Quay Accountants. This is a company we have worked with for many years and many of our current operatives use Quay to sort out all of their payments and taxes.

More information on Quay accountants can be found here

<https://www.quayaccountants.co.uk/>

Many Thanks

Tony Pope
Smart TM Solutions Ltd

To Whom it May Concern,

RESPONSE TO COVID-19

This letter is to confirm that **the holder of this letter** is regarded as key worker working on several schemes carrying out essential duties at NHS testing stations.

Government published [guidance defining key workers](#) on 19th of March 2020 included those people working to keep air, water, road and rail passenger and freight transport modes operating, workers in the oil, gas, electricity and water sectors as well as key staff working in civil nuclear, chemicals, telecommunications (including but not limited to network operations, field engineering, call centre staff, IT and data infrastructure, 999 and 111 critical services), postal services and delivery, payments providers and waste disposal sectors.

The UK Government further confirmed on 25th March 2020 that critical industries must continue to operate, including general construction sites which should remain operational where it is safe and practical to do so.

This letter should be accepted as proof of key worker status in combination with a valid photographic proof of identity (e.g.) staff pass, driving license.

This letter is valid with immediate effect.

Emma Pope
Company Director

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