

Contact Information

Your consultants are based in our Head Office:

**67-68 Long Acre
WC2E 9JD**

Phone:

**Office: 0207 240 9555
Mobile: 07989 518 266**

The office is open **Monday to Friday** between 7am & 6pm. Please only call the mobile outside of these hours.

Working with Renard Resources

Thank you for choosing to work with Renard Resources and welcome to our team. At Renard we take great pride in our business and we ask that, you, as our representatives, do the same.

With that in mind, please familiarise yourself with our "Helpful Hints" below. Breaking these rules may mean immediate cancellation of your contract with us and in some cases, loss of earnings.

1. First things first – Please store the above numbers in your phone immediately. They are a must-have in order to obtain shifts with us.
2. **Obtaining shifts each week:** Every **WEDNESDAY** we will prompt you to contact us with your availability for the following week. Once shifts come in from our clients – on Thursday or Friday - we will cross check your availability and give you a call to book you in. If you say you are available to work, please expect that you will be sent out to a shift on that particular day!
3. Once booked in for a shift you have entered into a verbal contract to attend that job and complete the work to the standard required. Write down each shift as we give it to you over the phone. You will receive a text the day before the shift is scheduled, to confirm the details. If you do not receive this information or anything is unclear you **MUST** contact your consultant for confirmation.
4. **Ensure you understand the role, uniform, and location of the job being accepted:** Every time you accept a job from us you must confirm that you understand the site location, uniform requirements, start

time and name of the person you are expected to contact on site. Please arrive on site 15mins ahead of the confirmed start time to ensure you are fully ready to start and not in a rush.

5. **Plan your journey:** Please ensure you plan your journey to work in advance in order to find the best route and locate the nearest station. Problems with transport or getting lost will not be accepted as valid excuses for being late. For any help please visit: tfl.gov.uk or call your consultant for travel advice.
6. **You MUST give us at least 24 hours notice of cancellation:** If for any reason you are unable to attend a shift you have been booked in for, you **must call** your consultant at least 24 hours in advance. Please do not email or text as these can easily be missed. If you are running late it is essential to call your consultant and let them know. If we are aware of this we can talk to the client and let them know you are on your way. Our **OFFICE** and **EMERGENCY** numbers are printed above.
7. **Three strikes and you're out:** Please note that repeated unreliability will not be tolerated and may result in you not being represented by Renard Resources in the future. We receive constant feedback from our clients so any unreported lateness, no shows for work or negative feedback will be monitored.
8. **When you arrive at work:** You are representing both the client and Renard Resources. As such, personal presentation and appearance is very important. When you arrive for a shift you must:
 - Arrive at least 15 mins before the agreed start time.
 - Be in full requested uniform as confirmed with your consultant.
 - Be freshly bathed/showered and well groomed.
 - Be free of all jewellery except a wedding band.
 - **Men:** Clean shaven with neat hair cut above the collar. Black socks at all times and black belt.
 - **Women:** Minimal make-up. No nail varnish. Long hair tied back using a black band and plain clips only. Hair above shoulder length must be clipped back from the face.

It is expected that you will fulfil these criteria at each and every shift. Failure to meet these standards may result in you being sent home with no pay for that shift.

9. **When on shift:** Know the name of the person you are reporting to at a job and ask for them at the reception/ security area. When you meet our client, introduce yourself by name and tell them what job you have arrived to do. Be friendly and polite.
 - Listen carefully to the briefing you are given on site. It will cover the key points of what the client needs from you throughout the shift.
 - When working a long or double shift the client will explain the rules for staff breaks/smoking areas and meals.
 - Work hard! Our clients have the option to send you away if they are unhappy with your performance. If they are happy with you they will offer you more repeat work.

10. We give priority for shifts to the **BEST PERFORMERS**. In order to get the work you want, ensure you are a top performer on each shift so we receive nothing but positive feedback!
11. **Getting Paid:** In order to be paid for completed work we must receive an authorised timesheet from the client. On each shift please ensure you are checked in with the correct contact and you have been authorised to leave once the shift is over. Please sign your name and timings clearly. **Remember: Not signing out means you have not worked and will not be paid!!**
12. Payment is processed on a weekly basis, a week in arrears. This means that each Friday you will be paid for the shifts that you worked the previous week. Payments are made directly to your bank account. If you don't have an account set up we can pay you by cheque.
13. **Referrals:** We are always on the lookout for good staff and new clients. If you know someone who is looking for a job and would be a great addition to the Renard Resources team, please pass on our details. Likewise, if you know a client who is struggling to fill a role or requires some temporary help, please let us know and we will contact them.
 - **Staff referral bonus - £25 per person.** For any successful referrals that complete over 100 hours, exemplary work with Renards you will receive a £25 bonus.
 - If you introduce us to a new client who spends at least £5000 on our services, you will be rewarded with £150.

We take our work very seriously and we hope that you will too. If you work hard on our behalf and receive excellent feedback from our clients then we will return the favour and work hard for you. Good luck and we look forward to working with you throughout your time with us.