



Company Bible

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○ Finance



Consultants

Ltd. Company

1. Login and upload timesheet on to Toucan: send off for approval authorization to corresponding manager.
 2. Timesheet approval: manager approves Timesheet. Both consultant and Difrent admin receive approval notification.
 3. Invoices are generated: Consultant logs in and enters invoice number on Toucan, check bank account details and generates invoice. Both consultants and Difrent Admin will receive a copy of this invoice.
 4. Checks: Invoice is checked against timesheet.
 5. Payment is processed.
 6. Remittance: Remittance is sent to each candidate once payment is made.
-

Umbrella Company

1. Login and upload timesheet on to Toucan: send off for approval authorization to corresponding manager.
 2. Timesheet approval: manager approves Timesheet. Both consultant and Difrent admin receive approval notification.
 3. Consultant forwards timesheet approval to Umbrella Company.
 4. Invoices are generated: 2 choices
 - Umbrella generates invoice: Umbrella sends their own invoice. In this case Difrent admin generates invoice by entering invoice number on to Toucan as provided by the umbrella company.
 - Toucan generates invoice: Umbrella company has access to consultant's session and generates the invoice for them (adds in invoice number on to Toucan)
 5. Checks: Invoice is checked against timesheet.
 6. Payment is processed.
 7. Remittance: Remittance is sent to each candidate/umbrella company once payment is made.
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Payment Policy

- Fortnightly invoices: Fortnightly invoices received on Friday/ following Monday by 10 am, will be processed within 5 working days.
- Monthly invoices: Monthly invoices sent before 10 am of the 1st working day of the month, payment would be processed that same day. After this, payment will be processed on following Friday.

Clients

Invoice is generated for client by our Toucan system. As soon as we receive the approved timesheet and invoice from the contractor, the admin team access Toucan and generates the invoice, which is sent to the client. This includes the approved timesheet.

Financial Control

Responsibilities include the following:

- Check against Sage (fortnightly) to follow payment status.
 - Update invoices for contractors and clients on Excel.
 - Update payments received by clients on Excel.
 - Generate fortnightly reports from Excel.
 - Chase outstanding payments within a month of issuing invoice + 5 working days (of grace)
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Accountancy

Their responsibilities include the following:

- Accountants populate Sage, retrieving the following information: bank statements, invoices from our Toucan system; purchases (contractors) and sales (clients).
- Retrieve Hitachi statements
- Accountants send OIL report, which we check and add to.
- Accountants take care of VAT, Corporation Tax and self-assessment.

Our responsibilities include the following:

- Provide to accountants commission breakdown and they send in return payslips.
- Send accountants purchase invoices outside of our system, on a monthly basis. (Regus, Vodafone, Job boards etc)

PAYE & Purchase Invoices

- Our PAYE employees are paid at the beginning of the month. Payslip is sent to the worker.
 - All purchase invoices (Regus, Vodafone, Job Boards etc) are checked and collected then processed
-

Barclays Payments

- Information for each PAYE is inputted and saved into Barclays. This is the process of creating a new PAYE.
 - Record all payments with corresponding invoice number. This is made via filling in a online spread sheet template provided by Barclays.
 - Steve will receive payment request from Finance team, which he'll review and authorize accordingly. - payments processed for all in one batch
-

Hitachi / Invoices Discounting

- Upload information onto portal before 10.30am. Information requested is the following:
 - Client name
 - Invoice Number
 - Date
 - Amount
 - Purchase Order
- Send a confirmation email to Hitachi representative to request funds (CHAPS), attaching invoices and timesheets.
- If using a different company same process will be followed, but without sending confirmation email.



○ Admin

Onboarding Process - Consultants

1. Email is received from deployment team, which contains:

- Name
- Start and end date
- Pay rate
- Position
- Contact details: Ltd/Umbrella Co name, email address, telephone number.
- Client

2. Send Starter email detailing the placement and also request the following information:

Starter email contains:

- Start date
- Location
- Rate
- Position

Info Request includes:

- Work seeker Registration Form
- BACS Form
- Proof of bank account
- Passport and Driving Licence copy
- 3 references
- Ltd company Certificate of incorporation
- Ltd company insurances (Professional Indemnity, Public Liability, Employers Liability)
- VAT registration certificate
- Declaration of interest
- Confidentiality Agreement
- BPSS Verification record (just fill in the BPSS Criminal Declaration form attached)
- National Insurance Number copy of card/document to confirm evidence received
- Disclosure Scotland certificate, if needed by organization.

3. Confirm references provided by consultant

4. Upload provided documents to consultant record on Firefish

5. Create consultant profile on our system (Toucan)

6. Send confirmation email (template) to consultant with the following:

- Login details for our Toucan system and instructions
- Contract
- Start info: client, location, time, date and who to ask for

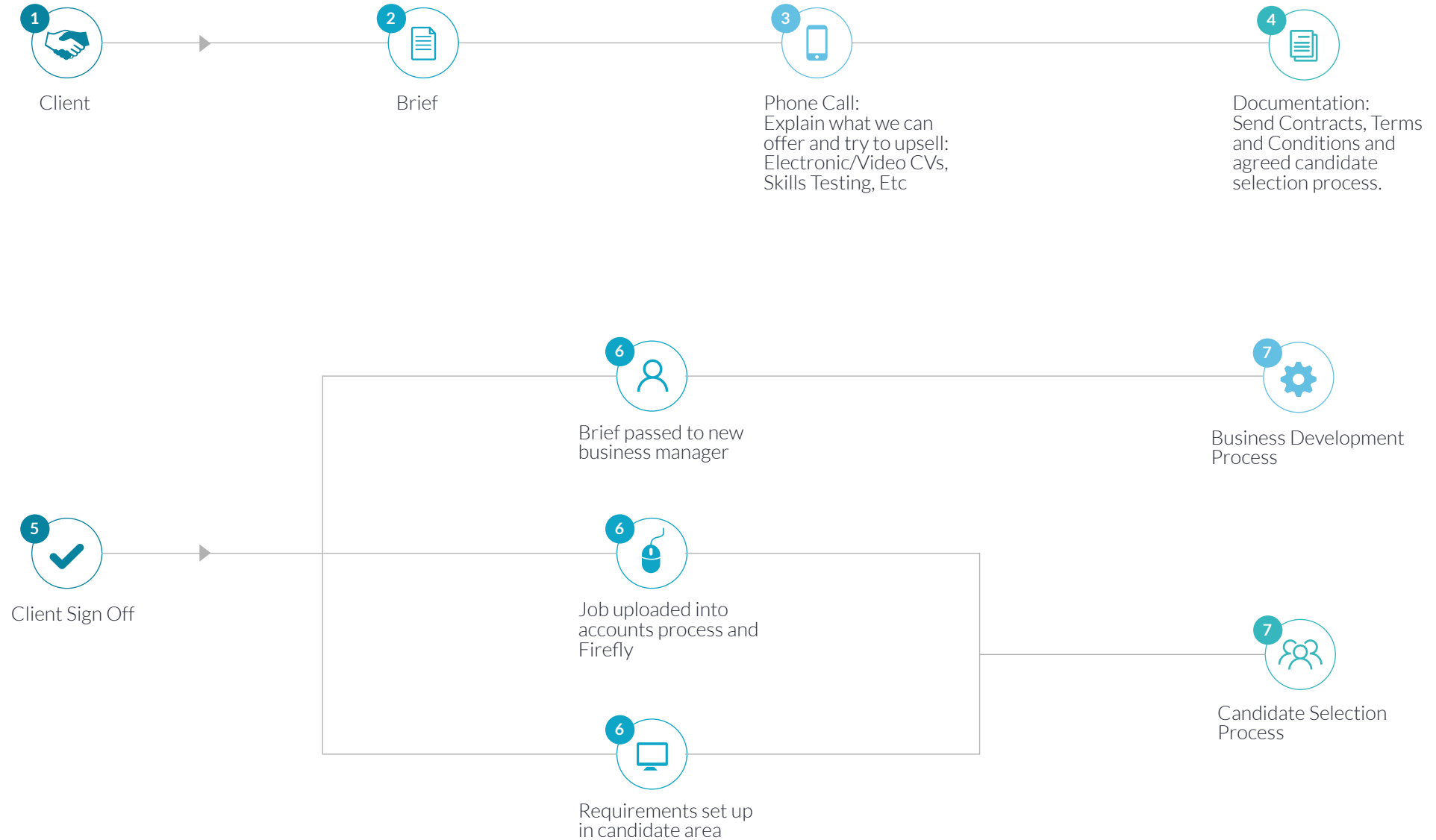
7. Head of Admin will countersign once we receive signed copy by contractor.

8. Upload contract to Firefish.

Onboarding Process - Clients

1. Email (template) is received from deployment team, which contains:
 - VAT number
 - Registration number
 - Accounts Payable contact details: point of contact, email, phone number
 - Purchase order
3. Upload client information and documents received to Firefish once received
4. Update our system (Toucan) with relevant client details
5. Send contract to Client (template)
6. Head of Admin will countersign once we receive signed copy by client.
7. Upload contract to Firefish.

Client Onboarding Process



Onboarding Process - Internal Resources

1. Email is received from hiring manager with contact details:
 - Name
 - Email address
 - Telephone number.
2. Send starter email requesting the following information:
 - BACS Form
 - Proof of bank account
 - Passport and Driving Licence copy
 - 3 references
 - Ltd company Certificate of incorporation
 - VAT registration certificate
 - Insurances (?)
3. Confirm references provided by worker
4. Upload provided documents on Firefish
5. Create worker profile on our system (toucan)
6. Send confirmation email (template) to worker with the following:
 - Login details for our system and instructions,
 - Start info; location, time, date and who to ask for
 - Contract
7. Head of Admin will countersign once we receive signed copy by worker
8. Upload contract to Firefish.
9. Update centralized calendar for end of week /1st month/quarterly catch ups with placed candidates
10. Upon start provide employee with company bible and holiday form

Extras

- Create and/or amend company documentation as when needed - working alongside Head of Deployment/Opportunities/Business Development

○ Deployment



Phase 1

1. Requirement is received by Head of Deployment.
2. Deployment diary is updated and distributed accordingly.
3. Spec is tailored
4. Job ad is created
5. Proactive search on different job boards and resources: Firefish, Idibu, LinkedIn and jobsites.
6. Email campaign: individually or distribution list.
7. Publish job on LinkedIn, Twitter, company website, Facebook.
8. Pre-screening process:
 - Initial conversation with shortlisted candidates (1st round)
 - Send template email to candidates from 1st phase indicating conditions of our process. We require them to familiarise with our process and agree if they want to be part or not.
 - Skype interviews with selected candidates from 1st round.
 - Successful Skype interviews lead to technical/ psychometric tests
 - Video CV's to final shortlist.
9. Update Firefish with final candidates
10. Send representation email (template)
11. Obtain authorization/consent to represent from candidates.

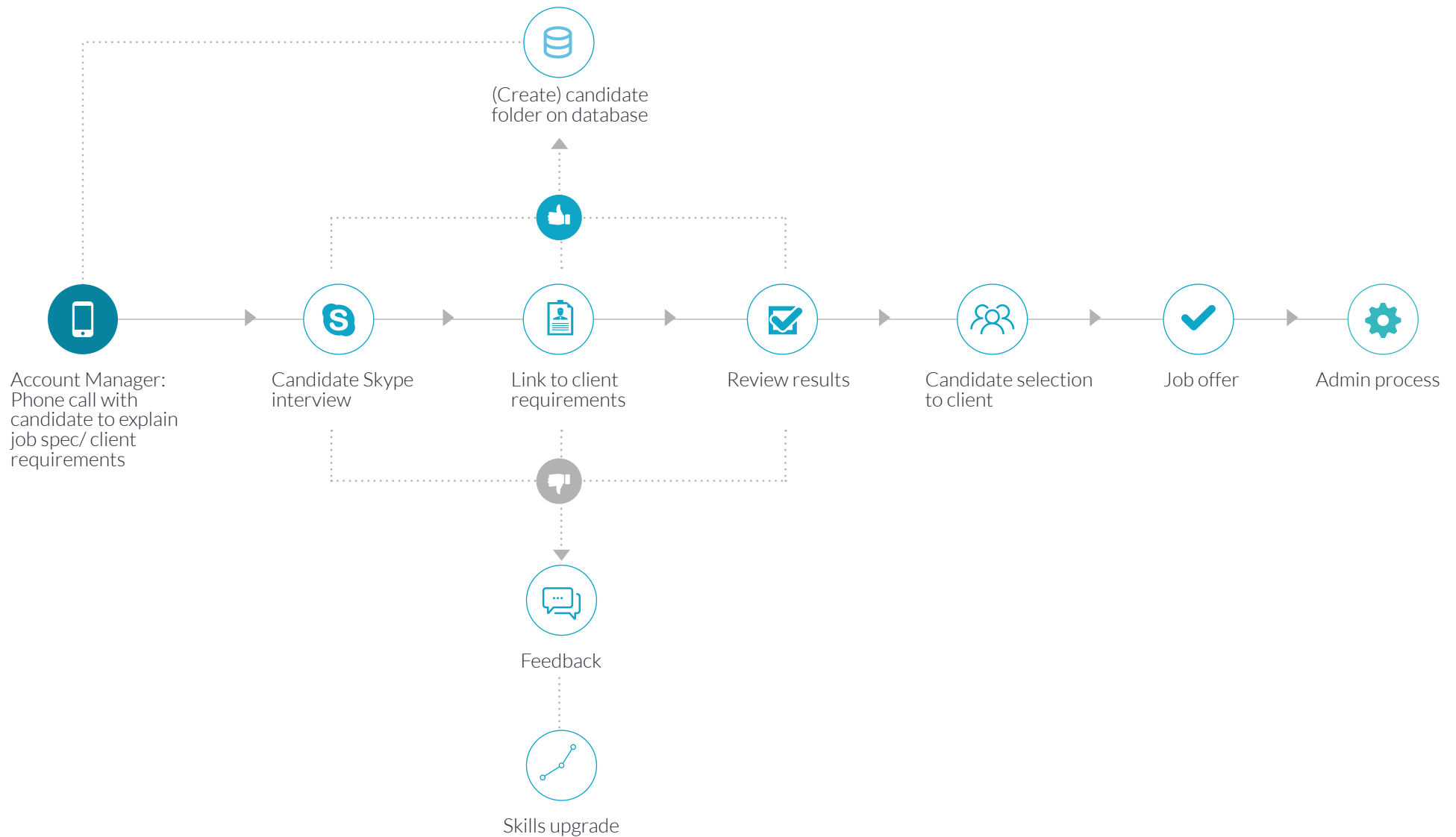
Phase 2

1. Follow up with client and obtain feedback
 2. Provide feedback to everyone represented
 3. Arrange interviews with successful candidates and prepare them for interview.
 4. Update Firefish – interview phase.
 5. Send candidate interview confirmation email (template)
 6. Follow up interview
 7. Feedback post interview to candidate
 8. If successful, advice them of our on boarding process and email the admin team (template) with details to start it
 9. Record final stage on Firefish.
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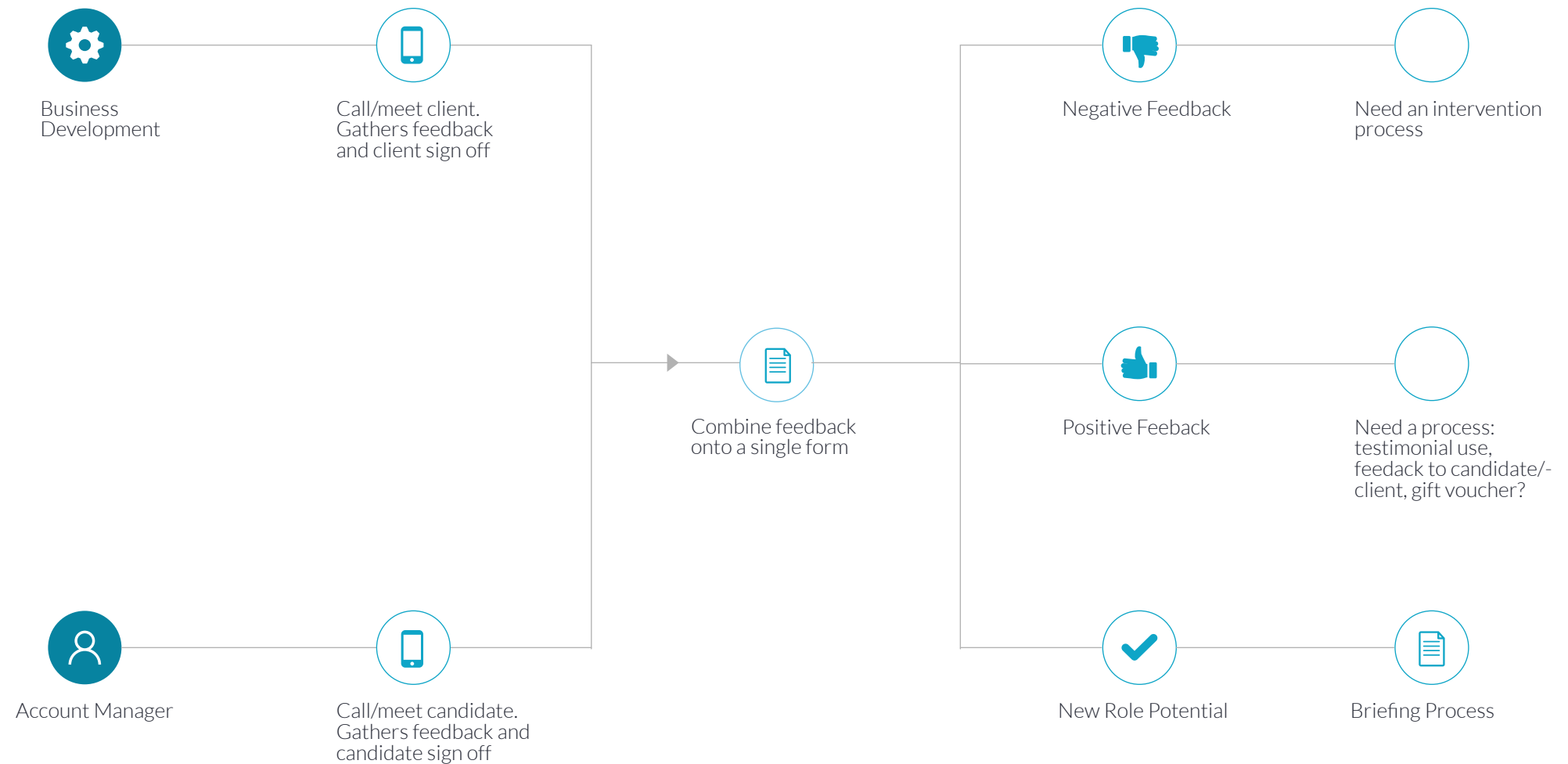
Phase 3

1. Follow up candidate after 1 week on job, 1 month and then once a month thereafter
2. Meet up on a quarterly basis

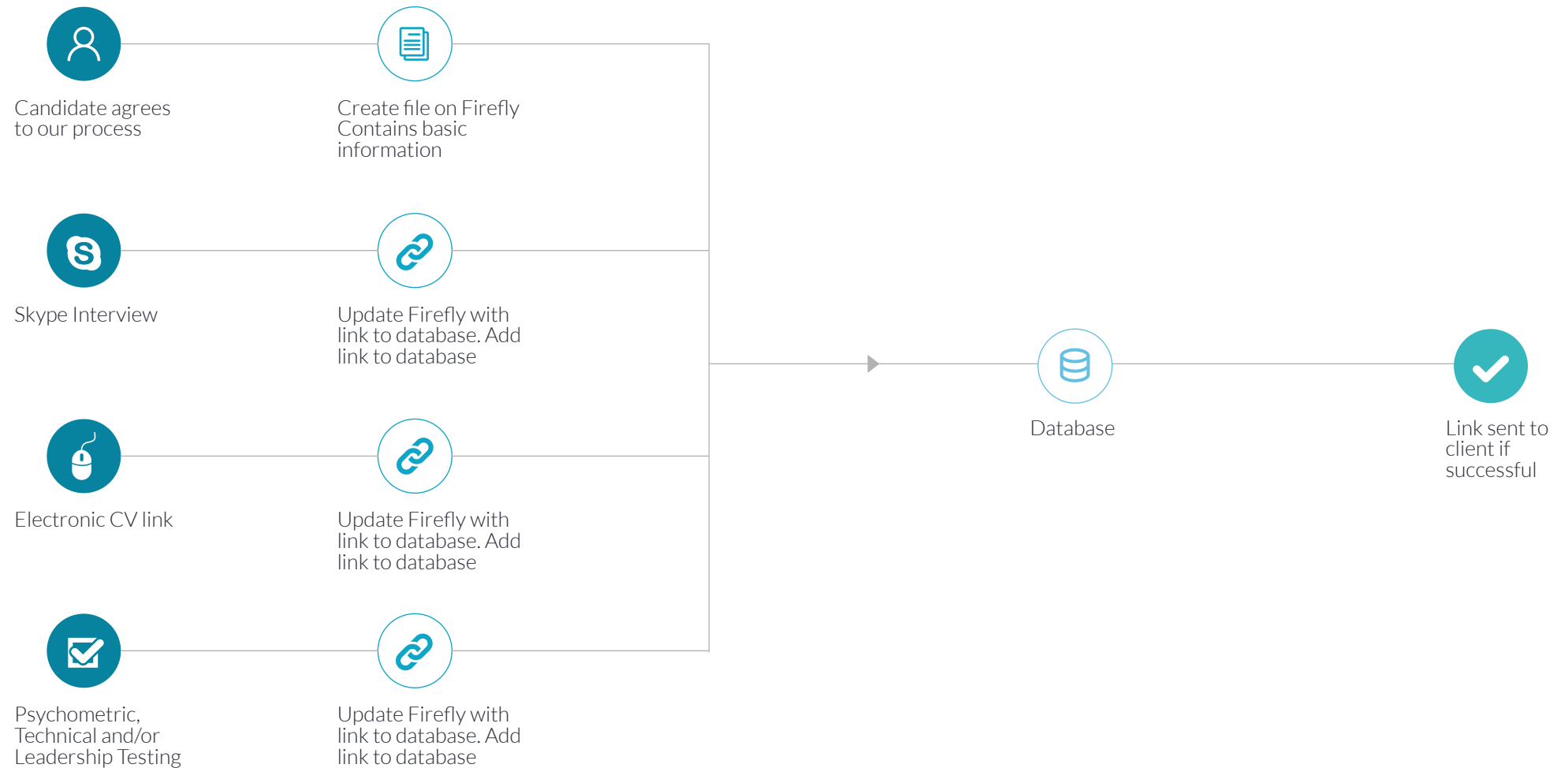
Candidate Onboarding Process



Client/Candidate Feedback Process



Database Process





○ Business Development

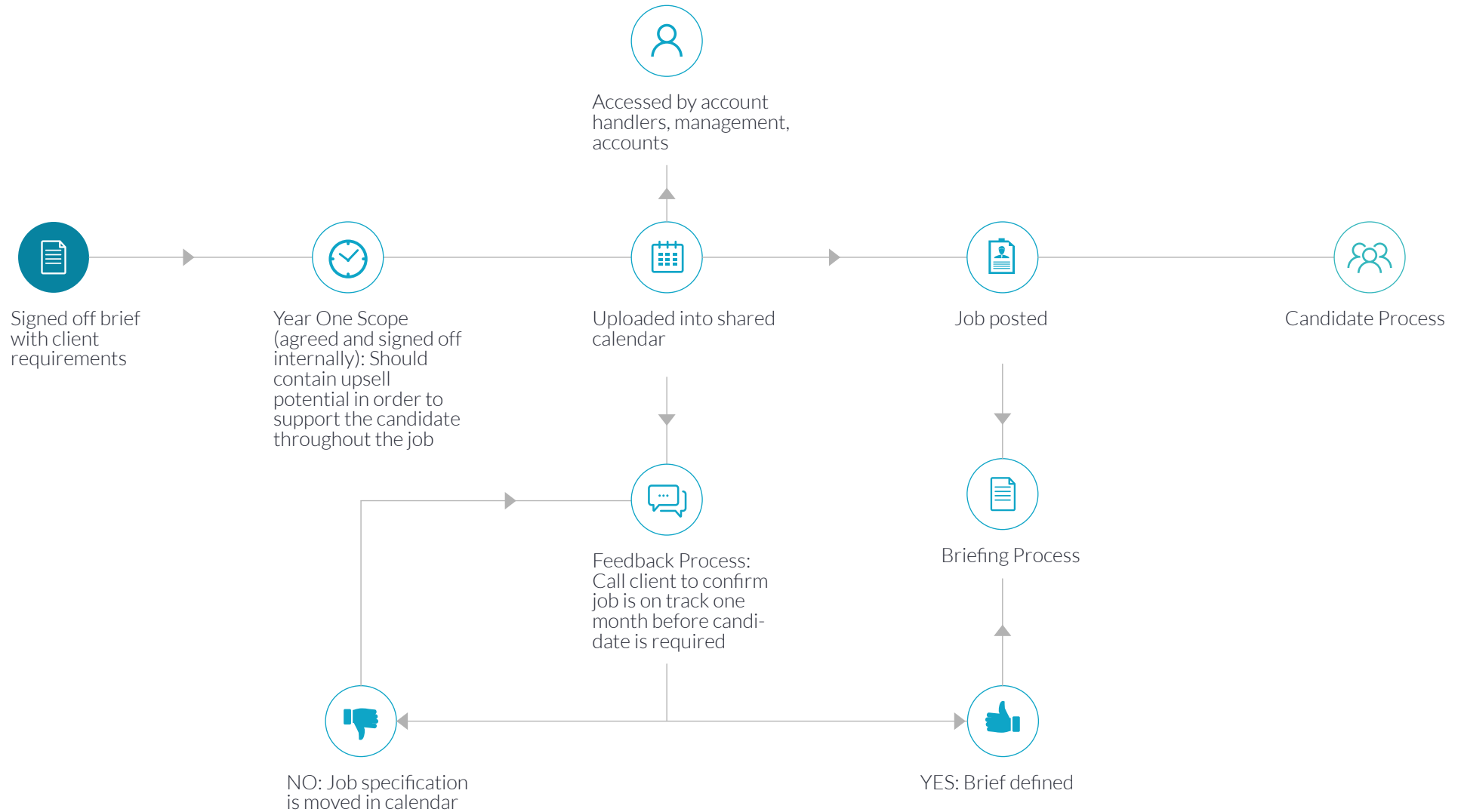
Day to day

- Cold/Warm calls – targeting from Linked-in/Job Boards/Web
- Email Campaigns
- Send client brochures
- Meetings, Presentations (alongside Deployment/Opportunities)
- Working with Deployment/Opportunities in targeting/expanding framework (DOS/G-cloud) clients
- Thought provoking on Linked-in/social media and following up responses

As/when new roles are received

- Create Firefish client record
- Create Job Record on Firefish
- Hand off the job to Head of Deployment
- Meet clients on a quarterly basis for performance reviews

Business Development Process



○ Opportunities Person

- Scout opportunities from DOS, GCloud and other frameworks.
- Open up new frameworks
- Determine suitable opportunities: Initiate new opportunities, pre-tenders, PQQ, ITT. (outcomes/projects/managed services)
- Work with admin as need be.
- Work with business development as need be
- Responsibilities?
- Finance?
- Liaising with accountants
- Process payments – fortnightly / monthly
- Generate consultant invoices – if needed to add in umbrella company invoices numbers
- Invoice clients through Toucan system





○ Other

- Holiday requests – to be made minimum of 2 weeks prior to time requested off
- Illness/sickness - call made by 9am of that working day. If longer than 5 days then sick note to be provided (from docs). Emails/texts not sufficient.
- Health and safety – elaboration required
- Working from home – login, online, skype calls...times/expectations

Code of conduct

This Code of Professional Conduct (hereinafter called the "Code") lays down the standards of integrity, professionalism and confidentiality which all members of the Difrent Group shall be bound to respect in their work as representatives of the Difrent Group.

Ethical behavior tends to be good for business and involves demonstrating respect for key moral principles that include honesty, fairness, equality, dignity, diversity and individual rights

The terms "Code of Ethics" and "Code of Conduct" are often mistakenly used interchangeably. They are, in fact, two unique documents. Codes of ethics, which govern decision-making, and codes of conduct, which govern actions, represent two common ways that companies self-regulate

Always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with equality and dignity without regard to gender, race, colour, creed, ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation

Promote the mission and objectives of the Difrent Group in all dealings with clients and consultants on behalf of the Group.

Provide a positive and valued experience for those receiving service within and outside the Difrent Group

Mobile phones – are to be used for company purpose and not to facilitate private affairs/communication. Employees may use the Difrent Group's telephone facilities to make occasional private calls for essential or emergency matters. Private international calls are not permitted without prior authorisation. Employees who have Difrent Group's provided mobile phones must reimburse the Difrent Groups for the excessive use of these phones for private calls etc

Company Macs remain the property of the Difrent Group and should be treated accordingly. In particular, employees must not use University facilities to create, display, produce, store, circulate or transmit obscene or pornographic material in any form or medium

Accountability

1. Act with honesty and integrity and in accordance with any professional standards and / or governing laws and legislation that have application to the responsibilities you perform for or on behalf of the Difrent Group. Difrent Group are a national organisation with regional and branch operations. The Difrent Group's Human Resource policies apply to all employees. Policies are reviewed every 3 years or sooner if an issue arises with its interpretation and use.

2. Comply with both the letter and the spirit of any training or orientation provided to you by the Difrent Group in connection with those responsibilities.

3. Adhere to the policies and procedures of the Difrent Group and support the decisions and directions of the Board and its delegated authority.

4. Take responsibility for your actions and decisions. Follow reporting lines to facilitate the effective resolution of problems. Ensure that you do not exceed the authority of your position.

Conflict of interest

Conflict of interest arises when a person participates in a decision about a matter (including any contract or arrangement of employment, sale or provision of services) which may benefit or be seen to benefit that person because of his/her direct or indirect monetary or financial interests affected by or involved in that matter.

The employees of Difrent Group are prohibited from having direct or indirect financial interests in the sale or provision of professional services when dealing with clients/consultants, without prior company consent (other than commission related activity)

It is the duty of any person taking part in the operations of the Difrent Group to adhere to the Conflict of Interest Policy at all times. In the event that such a matter arises, the person shall formally disclose the interest, refrain from attempting to persuade or influence other persons participating in the decision, and shall not cast any vote on the matter.

Bribery Act 2010

Under the Bribery Act 2010, a bribe is a 'financial or other advantage' offered, promised or given to induce a person to perform a relevant function or activity improperly, or to reward them for doing so. The Act makes it a criminal offence to:

- offer, promise or give a bribe
- request, agree to receive or accept a bribe
- bribe a foreign public official to obtain or retain business or a business advantage
- (by an organisation) fail to prevent bribery by those acting on its behalf ('associated persons') to obtain or retain business or a business advantage for the organisation.

Small payments made to government officials or others to make something happen, or happen sooner, (commonly called facilitation payments) are likely to be bribes and unlawful under the Act.

Under the Bribery Act, individuals can be prosecuted for accepting bribes or offering bribes. In addition, the Difrent Group can be prosecuted for failing to prevent bribery committed to obtain or retain business or a business advantage for the Difrent Group by an employee or other individual or organisation performing services for the Difrent Group

Standards of personal behaviour

Equality of opportunity

One of the Difrent Group's core values is the promotion of inclusivity and valuing diversity. The Difrent Group seeks to ensure that the work environment for its employees is supportive, and one where individual respect is shown to all. All members of staff, regardless of their gender, race, ethnic background, culture, (dis)ability, sexual orientation, age, religion, socio-economic status or any other factor will be supported and encouraged to perform to their potential.

Harassment and bullying

To secure an environment in which members of staff are able to flourish and to achieve their full potential, the Difrent Group is committed to ensuring that everyone is able to work and to participate in the life of the Difrent Group without fear of harassment, bullying or intimidation. Everyone in the Difrent Group has a part to play by ensuring that their own behaviour, whether intentional or unintentional, does not constitute harassment. The Difrent Group will take action against inappropriate behaviour which shows lack of respect for others or which leads people to feel threatened.

Personal or sexual harassment

Sexual harassment is any conduct, comment, gesture or contact of a sexual nature that one would find to be unwanted or unwelcome by any individual, or that might, on reasonable grounds, be perceived by that individual as placing a condition of sexual nature on an employment or career development.

Personal harassment means any conduct whether verbal or physical that is discriminating in nature, based upon another person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age or sexual orientation. It is discriminatory behaviour, directed at an individual, that is unwanted or unwelcome and causes substantial distress in that person and serves no legitimate work-related purpose.

The Difrent Group has a zero-tolerance policy with respect to Personal/Sexual Harassment. Personal/Sexual Harassment in any form is strictly prohibited and may be grounds for immediate dismissal for just cause without notice or pay in lieu of notice.

Misuse of drugs and alcohol

It is a disciplinary offence to be carrying out official duties with clients/consultants when under the influence of alcohol or non-medically prescribed drugs, unless appropriate and in context with social surroundings/events

Misuse of Work Time

Accessing social media, like Facebook, for personal use while at work should not be at the expense of nor compromise one's professional duties

Misuse of Company Resources

There should be no using, without prior permission, of Difrent Group's name(s), logo(s), trademarks, copyrighted information or other intellectual property in blogs, discussion boards or other social networking sites that can infringe on the Difrent Group's rights to exercise control over these assets.

Risk to Company Computer Systems, Network or Data

Using Difrent Group's computer, network, personal digital assistant or smartphone to access social media, with risks of introducing possible malicious software or other rogue applications, especially for social media that involves accessing or downloading files should be avoided

Disclosure of Confidential or Other Non-Public Information

- Disclosing this information a) on discussion boards or in chat rooms, or b) as part of professional social networking activity though, not authorized to disclose it. As Difrent Group turn to the Internet and social media to facilitate business, such inadvertent disclosure becomes a greater risk and one should refrain from
- Such disclosures can involve:
 - Sensitive information that harms Difrent Group's competitive advantage.
 - Information for which Difrent Group is required to ensure fair disclosure.
 - Product or other related information that may conflict with Difrent Group's official communications.

Data security:

All data created and held by the Difrent group will be held under the sole ownership of the Difrent group. Any copying, transferring or sharing of data outside of work related matters or requirements will be seen as an immediate sackable offense. ALL data will need to be returned and any locally held files destroyed and proven to be destroyed in any and all formats.

Conflicts of Interest

Conflicts of interest can take many forms and can cross with other forms of misconduct, from use of Difrent Group's resources, use of one's work position and other personal interests that conflict with one's duty to Difrent Group.

- Serving in an outside professional role, such as an expert on a topical discussion board, that conflicts with one's duty to Difrent Group should be avoided
- Making a personal recommendation or endorsement of an individual or company that may suggest Difrent Group's support for the recommendation or endorsement should be avoided

Social Media:

Any sharing of pornographic, illegal, racist, sexist, homophobic or anti-religious articles, images or videos that are deemed negative and reflects poorly on the Difrent Group or companies related to the Difrent Group will be seen as an immediate sackable offense.

Purchases:

Any purchase agreements/contracts (over £50) made for or on behalf of the Difrent Group or any company belonging to the Difrent Group must be signed off by a manager or if made by a manager signed off by a board director. IF they are not signed off and agreed in writing pre-purchase or purchase agreement they will be at the sole discretion of the employee and the employee will be held responsible for any future payments.

Conduct outside work

The Difrent Group does not seek to dictate how employees conduct themselves in their personal lives outside work. However, unlawful, anti-social or other conduct by employees which may jeopardise the Difrent Group's reputation or position will be dealt with through the disciplinary procedure.

Code of conduct declaration

I, have read, understand and agree to abide by the Code of Conduct of the Difrent Group and I understand that such adherence is a condition of my employment. I understand that a violation of the Code of Conduct may be grounds for immediate dismissal for just cause without notice or pay in lieu of notice.

Signed this _____ day of _____ 20 _____

Employee Signature _____

Employee Name _____