

CWC

CrossWind | Consulting

Working for CWC

November 2021

This document aims to provide you with some practical information regarding being an employed consultant with CWC. It seeks to cover many frequently asked questions and help you understand how we operate.

You are, of course, welcome to contact the back office at any time, but you may find the answer to your question here.

This document is in addition to our 'Welcome to CWC' document which provides you with some background information about the company and where we sit in the sector and as an employer.

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Sales – for the main drivers on new and continuing client projects, contact:

Gordon Kilpatrick **Managing Partner** gordon.kilpatrick@cwcc.co.uk

Kay Elliott **Sales & Client Relationships:** kay.elliott@cwcc.co.uk

Bob McGlue **Business Development:** bob.mcglue@cwcc.co.uk

During Engagement - an Engagement Partner will support you and this will usually be either Gordon Kilpatrick or Lisa Whiffen:

Lisa Whiffen **Managing Partner** lisa.whiffen@cwcc.co.uk

Contractual and HR - for more detailed questions on the terms of your engagement, on/off-boarding and screening, then contact:

Faye Lygo **Legal & Compliance:** faye.lygo@cwcc.co.uk

Liz Bazin **Sales & Compliance:** liz.bazin@cwcc.co.uk

Nikki Brice **Office Manager:** nikki.brice@cwcc.co.uk

Payroll - should you have a more technical question on PAYE, or the related processes, then contact:

Emma Free **Business Manager:** emma.free@cwcc.co.uk

Rosie May **Finance Manager:** rosie.may@cwcc.co.uk

We take our role as your employer seriously and believe that the best working relationship is a two-way relationship. We obviously want to see you working at your best for us but recognise that you also have a personal life and your own personal challenges, so getting the balance right is important to both parties.

Open Door – whilst some of our legal structures and approach to our business may seem dry, we are an open door and transparent employer and would always welcome a conversation, in line with our personal approach, to foster an environment of collaboration, high performance and mutual respect.

Diversity - is one of our key values. Our focus is on excellence, so our diversity approach is quite simple: if you have the skillset that we need, then we will dismantle the obstacles that stand in your way, whilst supporting you in your specific needs, whatever they may be. The concept of diversity is central to CWC's approach to employment and full details can be found in our Diversity Policy. We are a lively and ambitious company and fully embrace the diversity of life and the opportunities this provides. This is something that pervades our entire organisation, whilst supporting our people in their specific needs, whatever they may be.

Sensitivity - simply summarises the CWC approach to conducting our internal affairs. We have a set of key policies and processes that we review regularly to ensure that we operate with pride in everything we do. Our policies include an environmental policy that embraces a fully paperless operating model, a supply chain policy that ensures we engage only with organisations that we consider reflect our own values and policies that support our people.

Welcome to CWC - we have a separate document giving some background information on CWC, which will help give context to your role.

From a forward-thinking approach to day-day professionalism, we expect more from you

As a consultant with a breadth of experience, you will be expected to quickly familiarise yourself with the requirements of the project and the nature of our client. You will be expected to focus on excellent delivery from day 1 and provide pragmatic and reasonable solutions based on your knowledge of what is achievable within CWC's client's organisation. Whilst you are not responsible for the budget you should be aware that our clients often have cost constraints and will be working to a specific budget from which they expect excellent delivery of their requirements.

On a practical level, you may be seen by our clients as the face of CWC, so you must act appropriately and pass on relevant issues and information to CWC to deal with.

You will be expected to work alongside other CWC consultants within the project and should raise any concerns regarding their conduct or performance to our Managing Partner or Legal/HR department in the first instance (not our client).

You will be required to familiarise yourself with the way in which CWC works and with CWC's other consultants within the same organisation. Attendance at CWC events is not compulsory, although it is an opportunity to meet with other CWC staff and consultants and use these gatherings to improve your own networks.

You are expected to work within the data protection requirements and confidentiality of our client. To support this, consultants engaged with CWC may be required to amend relevant Social Media entries (including LinkedIn) should their own postings not be in line with our and our clients' confidentiality requirements.

Often you will be in a privileged position within the organisation and should be mindful of this, as a minimum we expect client data to be treated with utmost confidentiality and in no circumstances should client data be e-mailed to a personal e-mail address, or otherwise downloaded out of our or our client's secure networks. You should familiarise yourselves with our client's rules and regulations immediately when encountering a client.

Before you start as an employed consultant with CWC, there are a number of processes which need to be completed, which tend to overlap and reflect the nature of how our clients' work and the industry we operate in. If, during the course of your employment with CWC, you switch to another client project, it is possible that there will be additional or top up processes to be carried out.

Pre-Engagement Screening

This is an industry-wide, client specific process which anyone placed to work within a project must complete and be deemed to pass. The exact requirements vary between clients, although it largely covers the same areas such as: identity, address, right to work, work and academic history and referencing, credit search, criminal search and sanctions check.

Our Screening Guide details the screening areas, information and documents we require. When going through screening, we would recommend that you read this guide and actively assist where we ask, as it makes the process that much more efficient. Please note, if, during the course of your employment with us, you change to a different clients' project you will need to carrying out additional / updated screening for that client.

On-Boarding

This is the more practical process, where we set you up as a CWC employee, with a CWC email address and access to relevant CWC systems. There will also be arrangements put in place for you to be set up on our client's systems, which again may be repeated if you change to a different clients' project.

Contracts

Your employment contract will be issued towards the end of the screening process, just prior to your start date. It is possible that it will be a conditional offer, if there are matters outstanding on the screening or with the client.

We want our employees to feel part of our team as soon as possible, so have sought to identify what they need to know to be on-boarded and start performing their role, as well as what additional information or training they might find useful, or important to know.

New Employee Induction

As a new member of staff, it is important to run through a number of key areas, to familiarise you with CWC and to meet certain legal requirements.

Key Training

CWC have created a number of guides, as well as third-party links, to assist with your understanding of different areas relevant to our business.

Client Induction & Training

It is likely that you will be required to complete an on-boarding process with our clients, in order to work within the project we have with them. You will be directed by the client on the details and completion of this. You will be expected to undertake all elements of the client's mandatory procedure and conduct training that CWC's client deems essential to enable you to understand the client, their key policies and expectations, in the best interests of the project. Most clients will have an internal intranet containing all their policy and procedure documents.

On-Going Development

There may be times when our client will require specific skills or qualifications and, in this situation, we might offer specific training to consultants. This would be offered at our discretion on a case-by-case basis.

During the course of your engagement with us you will have access to our employee handbook which lists policies and processes and expectations that may apply to you during the course of your employment. We may, from time to time, require you to carry out actions in relation to those policies, where appropriate to do so.

Handbook

CWC consider themselves to be thoughtful and flexible employers. We acknowledge that the law requires us to have certain written policies in place and it is also appropriate to have other additional policies for certainty and given the nature of work we are involved with. CWC also wish to create a safe and secure working environment for its staff and create positive working relations.

The Employee Handbook has been broken down into separate parts. The Handbook itself explains more about CWC's approach as an employer and sets out standard terms relating to your contractual engagement with CWC, with the policies contained in a separate document.

Policies

The policies are grouped according to type, to help you find what you are looking for. Our policies include health & safety, data, security and confidentiality, fraud & financial crime, reporting, grievances & disciplinary, time off, sickness, family leave and so forth.

Whilst we would always encourage a member of staff to speak with us informally about any matter that concerns them, or they would like further information about, you may want to simply look at the policy, or to discretely read our policy first.

You are always welcome to raise or discuss any matter with us on an informal basis and this, in many cases, is likely to be the most effective method. There will be times when the nature of the subject matter may require a more formal process and this is often reflected in the wording of the policy.

You should always refer to the CWC Consultant Portal and the Employee Handbook and Policies for full details, but by way of quick summary on FAQs:

1. Holiday: you will receive paid statutory holiday entitlement: your statutory holiday entitlement is 28 days per annum (which is an overall maximum number, including 8 bank holidays), accruing on a monthly basis of 2.33 days per month. This entitlement cannot be carried forward if it is not used at the end of each calendar year, except in certain circumstances. Our holiday year runs from January to December (unless agreed otherwise) and as your employer, we have a responsibility to ensure you take holiday if you are working extended periods with us. During any notice period, we can require you to take your holiday, but this will be notified to you and dealt with on a case by case basis. For further information on how to book annual leave and more detail on how annual leave works in CWC, please look on our Consultant Portal.
2. Employment Benefits: you will also be eligible to normal employment benefits during your employment, including paid annual leave, maternity/paternity and statutory sick pay. Some benefits require qualifying periods of employment.
3. Exclusive: a full-time role requires your 'full time & attention', with our consent for personal businesses or other work.
4. Term: a full-time employee is required for as long as we have work available. We are committed to providing the right skills for each project, rather than keeping people 'on the bench', and endeavour to secure alternative roles once your role in a project finishes. However, if new work is not available, your services are no longer required, and your employment will be terminated.
5. Conditional: our contracts may be conditional on various factors, to include completing screening and client system access. Please refer to your contract for specific details.
6. Notice: unless on a fixed term contract, either party must serve contractual notice on the other to end the employment.

1. Pay Day: you will be paid on the last working day of each month, or the nearest working day before. Where a PAYE contract starts or completes mid-month, then salary and other entitlements will be pro-rated accordingly. If you start after the 20th of the month, you may miss the payroll cut off, so your first month's pay will be made along with your second month's pay. If your contract ends after the 20th of the month, but your project extension is not confirmed until after the 20th of the month, you may be paid for the new contract (post 20th) in the following months' payroll.
2. Calculations: gross salary for a full month worked is the annual salary divided by 12. There are a number of websites available where you can check your likely pay and deductions. Listentotaxman is one of the more popular ones.
3. Tax Code: our calculations will be based on your tax code as indicated to us by HMRC. If we do not have a tax code for you we may be required to apply emergency tax rates; although it is not our responsibility to check or correct rates (and we are not allowed to) we will try to help you wherever you have queries in this regard.
4. Multiple salaries: if you are receiving two (or more) salaries at the same time, at any point during the tax year, then your tax code may need to be changed. Again we are not allowed to manage this for you, but can try to help answer any queries that you may have.
5. Payslip: you will receive a payslip detailing your total pay before deductions (gross) and any fixed and variable deductions (net). The payslip can also include the time period and your tax code. You will receive electronic payslips (including P60s, P45s etc) directly from 'MyePaywindow'. An invitation will be sent to you through your personal email address and access will remain in place for three months after you leave CWC. It is your responsibility to download copies to file.
6. Final Salary: if you do not complete a full month you will receive a pro-rated amount of your normal monthly salary. In addition, there may be adjustments to reflect additional monies one party owes the other, or in relation to your holiday entitlement, if you have taken more than your entitlement or have holiday to be paid in lieu. The right to holiday payments in lieu is entirely at our discretion, as we can require you to take holiday during your notice period, but this will be dealt with on a case by case basis.

- Scheme: CWC are members of the Nest workplace pension scheme set up by the Government. Please refer to the Nest website for more information: www.nestpensions.org.uk
- Registration: by law, you will be automatically registered for the Nest pension within three months of joining CWC, provided you meet the minimum eligibility requirements and in accordance with the prevailing rules.
- Amounts: contribution minimums as set by Government, currently (FY 2021-22) 3% employer and 5% employee of your qualifying earnings only.
- Contact: once you are enrolled on Nest you will receive communication directly from Nest regarding the pension terms. CWC cannot manage your Nest pension on your behalf.
- Participation: you are not obliged to pay into a Nest pension, but we cannot give you advice, prevent enrolment, nor opt you out. If you are happy to participate, you need take no further action. It is your responsibility to understand your pension options and make the right decision for your circumstances.
- Opt-Out: if you do not wish to participate with your Nest pension, you must opt out within your opt-out period by contacting Nest. Only YOU can opt out and only when you receive the paperwork from Nest. We cannot do this for you.
- Continuation: we will continue to pay into the Nest scheme for you, until you cease employment with us, or we receive notification from Nest that you have opted out. Any payments already made may not be recoverable from the scheme and it is your responsibility to check and manage this directly with Nest.