



my pay

EMPLOYEE HANDBOOK

WELCOME TO OUR COMPANY

2025 / 2026

WELCOME MESSAGE

Welcome to the team and to our handbook.

As Umbrella Company workers, you are the heartbeat of MyPay, skilled professionals who keep our clients thriving while we handle the paperwork.

This handbook sets out the policies, benefits and values designed to protect you and streamline our collaboration.

Please read it carefully and ask whenever something needs clarification; communication fuels our success.

Thank you for placing your trust in MyPay. Your talent and flexibility build our reputation for integrity, transparency and excellence.

I look forward to supporting your journey and celebrating achievements together.

Warm regards,
Stephen Hollins
Managing Director



COMPANY BACKGROUND

MyPay began in 2007 with a single goal:

Simplify working life for contractors and agencies through reliable, compliant payroll.

From our first two-person office in Manchester we've grown into a nationwide team supporting thousands of Umbrella Company workers each week. Accredited by the FCSA and backed by VeriPAYE processes, we combine robust technology with a personal touch—real people ready to answer your call.

Our cloud payroll platform runs 24/7, ensuring on-time, accurate payment, while our dedicated compliance specialists track ever-changing legislation so you don't have to.

That blend of innovation, integrity and service defines the MyPay brand today.



CONTRACTUAL DOCUMENTATION

Once registration is complete you will become a permanent employee of MyPay.

You will be provided with a contract of employment that we would ask you to sign and return (this can be done with an e-signature).

With MyPay you may work on numerous different assignments and with each new assignment you can expect an Assignment Schedule detailing the specific arrangements.

This will include client name, hours of work, start date, duration or end date and assignment rate.

IDENTITY CHECK AND RIGHT TO WORK

To become a MyPay employee, we will first need to check your identity and your right to work in the UK.

The easiest way to do this is to use the Trust ID link sent by MyPay when you register.

This is a Government approved identity verification service.

Until the identification and Right to Work check is complete you will not be a MyPay employee and consequently no payment can be processed until this stage is complete.

SUBMITTING TIMESHEETS

In order to process payment, MyPay will need to know the correct number or hours/days that you will have worked. There are two main ways in which timesheets are submitted, self-billing via an agency or submitting your timesheets to your Account Manager.

When a timesheet is self-billing through an agency, you will only be required to complete the necessary administration with your agency. The agency will inform MyPay of the details of the payment to process.

For agencies that require MyPay to raise an invoice it is important that you advise MyPay of the hours/days worked as well as completing the administration for the agency.

It is important this is sent in time with the agency deadline to ensure all payments are paid on time.

SUBMITTING EXPENSES

As a MyPay employee you may have expenses that you need to claim. These expenses fall under 3 categories, business mileage, chargeable expenses and year end expenses.

For full details please refer to MyPay Expenses Guide or contact your Account Manager.

You may be asked for additional information for expenses at a later date as part of our expenses auditing processes.

PAYROLL PROCESSES

At MyPay we understand the importance in paying our employees quickly and efficiently. MyPay run payrolls everyday and pay our employees via FastPay (money clearing within 2 hours).

When you are paid you will receive an SMS notification and an email advising you of payment.

Your payslip will be loaded onto your portal so you access them anywhere 24/7.

It's important to note, MyPay can only pay our employees into UK bank accounts, if you do not have a UK bank account and need advice on how to set one up, please contact your Account Manager.



ONLINE PORTAL

The MyPortal gives MyPay employees an online system to input to view their payslips.

You can access MyPortal at www.mypay.uk.com

If you have any trouble logging on, please contact your Account Manager.



ASSIGNMENT RATE

It is important to note that the Recruitment Agency will advise you on an assignment rate. This is the amount that the Recruitment Agency pays MyPay for the performance of your duties, this is not your pay rate.

MyPay will receive the funds in (assignment rate for number of hours/ days worked), we will then deduct MyPay margin and statutory employment costs (employers NIC, Apprenticeship Levy) and this will give your gross taxable pay.

SALARY LEVEL

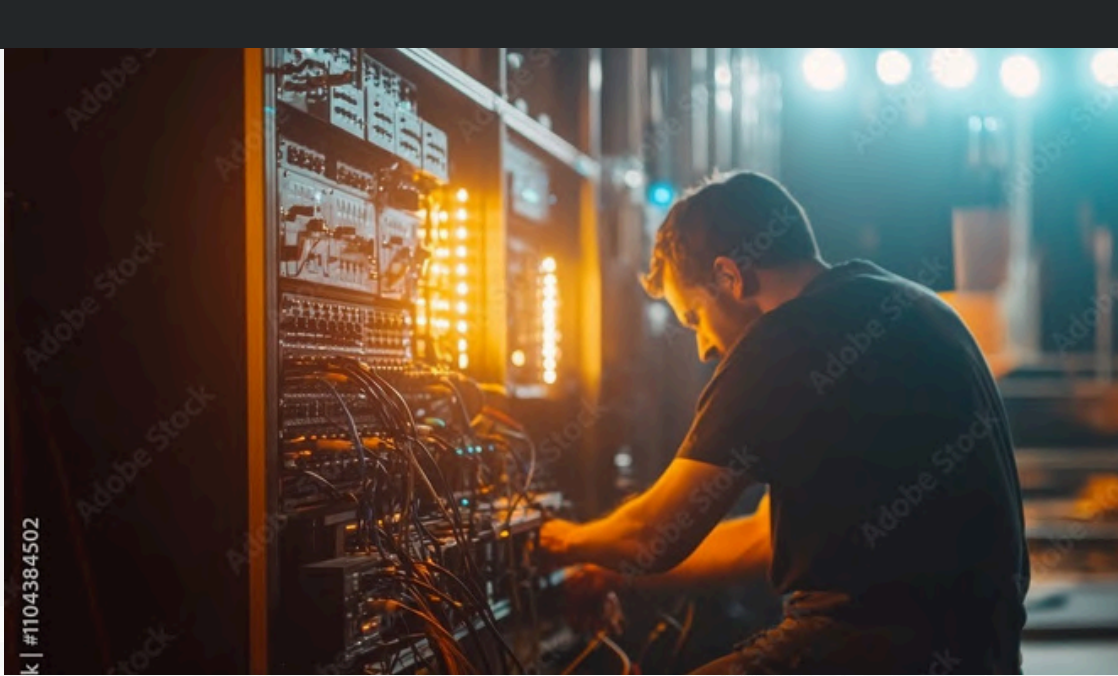
As detailed within your employment contract you will receive the rate of National Minimum Wage relevant to your age group.

<u>Age</u>	<u>National Minimum Wage</u>
21 and over	£12.21
18 to 20	£10.00

Additionally you may be able to claim travel expenses if your role requires you to travel in the performance of your duties between different Client sites. This does not include travel from your home to our Client sites. You may also be eligible to receive a discretionary bonus.

As an employee you may also be entitled to claim for rechargeable expenses that are paid by the agency or Client. Example of these can include items such as:

- **Training/ courses**
- **Compliance (DBS/ bloods)**
- **Travel**



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PERFORMANCE RELATED BONUS

As a MyPay employee part of your gross taxable pay you may receive a Performance Related Bonus (PRB) payment when paid.

The PRB part of your payment is determined by the gross taxable pay minus holiday pay and national minimum wage for the number of hours worked.

Therefore PRB is determined by the assignment rate paid by the Recruitment Agency. Further details are annexed within your employment contract.

IN-BETWEEN ASSIGNMENTS

When you are not on assignment MyPay request that all employees provide details of times that they are unable to work. This will be in line with the notice period for holiday as well as to notify MyPay of unavailability to work due to sickness, maternity or paternity leave.

MyPay requires all employees who are not currently on assignment to notify their Account Manager on the Monday of each week (or the next day if the Monday is a public holiday) of their availability to work during the up-coming week.

Failure to provide MyPay with information of availability can be seen as an intention on behalf of the employee to resign from their employment. MyPay will endeavour to contact employees in this instance to clarify their situation and if applicable their availability for up-coming assignments.

NEW ASSIGNMENT

It is important to notify MyPay if at any point you start a new assignment.

This will allow MyPay to set this up with your agency and ensure all your administration is complete and compliant.



STATUTORY PAYMENTS

All statutory entitlements will be calculated in accordance with HMRC rules and payment will be made within your normal payment cycle.

This includes statutory sick, maternity and paternity pay.

If you do not notify MyPay of sickness, maternity, paternity or adoption leave within the required timeframes or fail provide the required evidence this can effect your entitlement to claim.

Holiday entitlement continues whilst on statutory leave and you will also have the option to carry over holiday entitlement whilst on statutory leave.

Please note the advanced option is not utilised on statutory leave with a holiday payment made at the end of statutory leave.



HOLIDAY PAY

On commencement of your employment with MyPay you will be entitled to holiday pay. The holiday entitlement is 28 days running from 1st January to 31st December.

MyPay's default position is advanced holiday pay with retained holiday pay available on request if you prefer.

It is important for both your physical and mental wellbeing that you take your full holiday entitlement.

Both during the holiday year and towards the end you will receive reminders from MyPay to take your holiday entitlement.



PENSION

In line with Government legislation all employees that meet the qualifying criteria will be auto enrolled into a pension. Once enrolled into the pension you will have the option to opt out, if you so wish.

You will be automatically enrolled into the pension after 3 months, however if you wish to enrol sooner let your Account Manager know.

MyPay use NEST for our pension and their number is 0300 020 0090.

MyPay also offer the option for a self invested pension through Jarvis pension.

This will provide the option to save for your retirement in a tax efficient manner.

AGENCY WORKERS REGULATIONS (AWR)

AWR came into force from the 1st October 2011 and it was to ensure that agency workers received an equal treatment to facilities, pay and basic working conditions.

These rights are split between day 1 rights and qualifying rights (after a 12 week qualifying period).

A day one right would include access to company facilities such as canteen or childcare.

After 12 weeks the rights would include access to at least equal pay and working conditions such as annual leave and rest breaks.

INSURANCE

As an employee of MyPay you will be covered under our insurance policy for Employers Liability, Public Liability, Professional Indemnity and Medical Malpractice.

Please note the insurance is subject to certain exclusions or referred activities.

Please contact your Account Manager if you have any further queries on this.





WORKING TIME REGULATIONS

As part of the MyPay contract of employment you can opt in or opt out of the working time regulations.

Opting out will allow you the option to work in excess of 48 hours per week. This is an average taken over 17 weeks.

Opting out is MyPay's default position (occupation permitting), if you wish to opt in this can be arranged by contacting your Account Manager.

Please note this would be from the end of your current assignment.



ENERGY SAVING

Like all large companies in the UK, MyPay participate in the Energy Savings Opportunity Scheme (ESOS). ESOS is designed to identify cost-effective measures to allow businesses to save energy and achieve carbon and cost savings.

For MyPay, our energy usage is mainly measured in the business mileage travelled. So to achieve our ESOS aim we need help from our employees. Whenever you are travelling for business we need you to consider the energy usage and environmental issues.

Considerations include: could the journey be replaced with a virtual meeting; could public transport be used rather than using your car; could you car share with a colleague.

For a lot of our employees a car is essential, but you can still take steps to reduce your fuel consumption. Simple steps, such as ensuring the correct tyre pressures, not carrying unnecessary items in your boot. These will help you save money and reduce damage to the environment.

Please visit our website for information and links on motoring tips, electric vehicles and how you can save money on your home energy consumption.

Visit: <https://mypay.uk.com/energy-saving.php>

If you have any questions about our energy savings policy please email stephenh@mypay.uk.com

UMBRELLA COMPLIANCE



MyPay have operated since 2007 and have always provided a compliant service to all our members and supply chain partners.

We demonstrate this compliance every year through an external compliance audit required for our FCSA Accreditation.

Unfortunately, this is not the case for all Umbrella Companies





CONTACT INFORMATION



0161 428 3993



0161 428 3993



www.mypay.uk.com



myumbrella@mypay.uk.com



Sovereign House, Stockport Road,
Cheadle, SK8 2EA

