



# **NEW STATERS GUIDE**

**CITRUS**  
Facilities Management



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# COMPANY PROFILE

We are not just a facilities management provider – we are a people company. We attract great people with a positive outlook. People who value hard work and who want to grow in a supportive environment where success is recognised and rewarded. We began life as a small security company operating in Portsmouth. Today, we work with some of the UK's leading lifestyle, leisure and commercial brands, providing a full scope of professional facilities services that keep businesses running smoothly right across the south of the UK with branches in Portsmouth, London, Newport Wales and Cambridge.

At Citrus, our people are what sets us apart. We invest time, money and resource in comprehensive training to ensure every member of our team can execute their role to the highest professional standards: The Citrus way.



**WHEN  
YOU  
FIRST  
JOIN US**





# EMPLOYEE TRAIL SHIFTS

## What to expect at a trial shift

A trial shift is like an interview. It is hard for us to be able to see what you are like in a face to face interview when recruiting you for something like cleaning or security. Therefore we would invite you to a trial shift to show you the site and for you to show us what you can do. We may ask you on the job questions like "do you know about COSHH regs" or we may ask you to clean an area the building for inspection. There is a process we go through to be able to hire the best team.

## What to *bring* to a trial shift

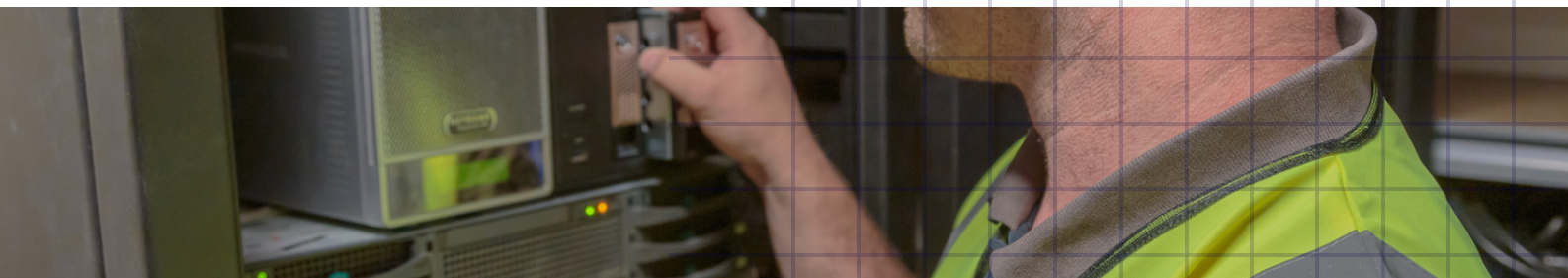
You will need to bring with you:

- A photo ID
- Bottle of water
- A pen & note pad for notes

## What to *wear* to a trial shift

We want you to be comfortable so comfortable clothing is appropriate and trainers or pumps.

Ideally all **BLACK**, though, if you do not have black clothes then dark clothing is ok. No large logo or political/religious statements or a clothing that may cause offence for others.



## **Cant make your trail shift?**

At times you may not be able to attend the trial. There may be a home emergency or even a situation which prevent you from attending. We are always happy to reschedule but it is important that you let us know.

Often we will send a manager down to site to meet you and by not letting us know will be a waste of their time and resources in getting there.

Please call us, with as much notice as possible, on 023 93 6000 03 (24/7) or email us at [helpdesk@citrus-services.co.uk](mailto:helpdesk@citrus-services.co.uk)

## **What happens after a trial shift**

You will be assessed on things such as: timekeeping to the trial, your presentation, how well you can clean and most of all your attitude toward the job and the business.

The person you meet at the trial will fill out a form which is sent to the office and we will hire you based on the scores against each section. You will receive a call from the recruitment team to check to how your trail shift went whilst we wait for the feed back.

You will receive a call from someone in the operations team shortly after to let you know if you have been successful in the hiring process.



# EMPLOYEE ADMINISTRATION

## **Receiving your rota schedule**

Once you are successful, we will send you a schedule for where and when you will be working.

This can be found on your diary on Timegate (our clocking in & out system) Though, the operations team will also send you a copy of it via email until you get your Timegate logins.

## **Receiving your Employment Documentation**

You will receive an offer letter confirming the role and an employment contract via Docusign the day after your first day. Sometimes this can go in to spam/junk so check there. At this point the Operations team will also send you all your logins, pins and other documentation. On page 10 there is a checklist for you to ensure you have everything you need to start.

## **Downloading Timegate**

You may have read the word Timegate a few times now. Timegate is our clocking in and out system. This is how you get paid for the work you complete. You must use this to clock your hours and we can not accept any hours unless on this system. Additionally, Timegate is a health and safety measure.





To find out more about Timegate we have a help guide on our Knowledge base. Click on "raise a ticket" on our website then search for "timegate"

There is a video and PDF guides in order to help you download and use the system. You will also need a PIN to log in. This is provided by the operations team.

### **Completing your employee training online**

As mentioned above there are some help videos on our knowledge base. However we have created a training plan in order to give you all the on job training like health and safety, COSHH training and an induction. We do this online so that you can learn in your own time and refer back to the training if you need to check some info you may have forgotten.

We ask that this is completed before your first day. Check your junk box for an email from Rise.

### **Sending us any prebooked holiday requests**

Sometimes you may have pre-booked holiday that was mentioned in the telephone interview process. It is now important that you get those holiday booked. This can be done on the portal which is on timegate. If you need further help check out the videos in the knowledge base.



**BEING  
A  
PERFECT  
TEAM  
MEMBER**



# EMPLOYEE PERFECT POINTS

## Work Uniform

So you look your best, uniform should be worn with pride. At this point of the process we would not issue you with a uniform until you have been employed for 4 weeks. In the mean time please wear the same type of clothing that was worn at your trial which would be black or dark clothing.

## Timekeeping

It is important that the times stated on your rota is adhered to. We can be flexible but this is only by 30 mins either side of your start time. If you are late the Timegate system will not clock you in and you will need to call the office to discuss. If you know you are running late please call us and we can move the times for you.

## Absence

At times you may not be able to attend your shift for sickness or emergency, we ask that you give us as much notice as possible so we can attempt to cover the shift .

Call the office 02393600003 (24/7) or email us at [helpdesk@citrus-services.co.uk](mailto:helpdesk@citrus-services.co.uk).



## Helpdesk & support

Our helpdesk team operate 24 hours a day 365 day a year. They are there in order to help the best they can. Often they will need to take your information like your number and email address in order to log you a ticket. If you refused to give the information they can't log a ticket for you. This can cause delays with our resolution.

Once a ticket is raised, a manager or duty leader will pick up your ticket and call you or attend the site you are on to help.

## Engagement period

Your engagement period otherwise know as a probational period is 3 months. We reserve the right to increase this with training if we feel you need to.

You will be invited to a zoom meeting online to discuss your engagement period and discuss how you have been doing over the last 90 days.

It is a chance for all types of feed back so we are happy and open to hear how we can make your employment better for you and your team as well.



# EMPLOYEE CHECK LIST

## **Before the trial**

- Fill out new starter form
- Link to the job on indeed (so you know the job spec)
- Trial details including location and time

## **After you have been offered the job**

- Received training portal information (please check junk)
- Downloaded Timegate
- Received Timegate login details
- Signed employment contract on Docusign
- Received rota
- Read the site assignment instructions

## **During your 1st month with us**

- Had a catch up with an Operations Advisor from the office
- Completed all your training
- Booked all pre-existing holiday
- Received your uniform



**PAY  
AND  
BENEFITS**



# EMPLOYEE PAY & BENEFITS

## When is pay day?

Pay day is the last working day of the month. If this falls on a weekend then it will be the Friday before.

We have put in your online diary (found on the Timegate portal) each payday so you can see when you are going to get paid.

## Pay Periods

The pay periods is below:

22nd of each month > UNTIL > 21st of each month

That period is then paid on the last working day of the month.

## Bank Accounts

You must have your wages paid in to your own bank account. We can not accept any liability if you get this paid in to a partners account and they take your wages.

Equally we are unable to repay you the month if you have put an incorrect or wrong bank account number.



## **Do I get a pension?**

Yes - but you have the option to opt out of the pension scheme.

Our pension is with NEST pensions. If you decide that you want to change your initial decision to opt in or out, this can be done by emailing helpdesk and we can change it in the next month pay.

## **The importance of clocking times**

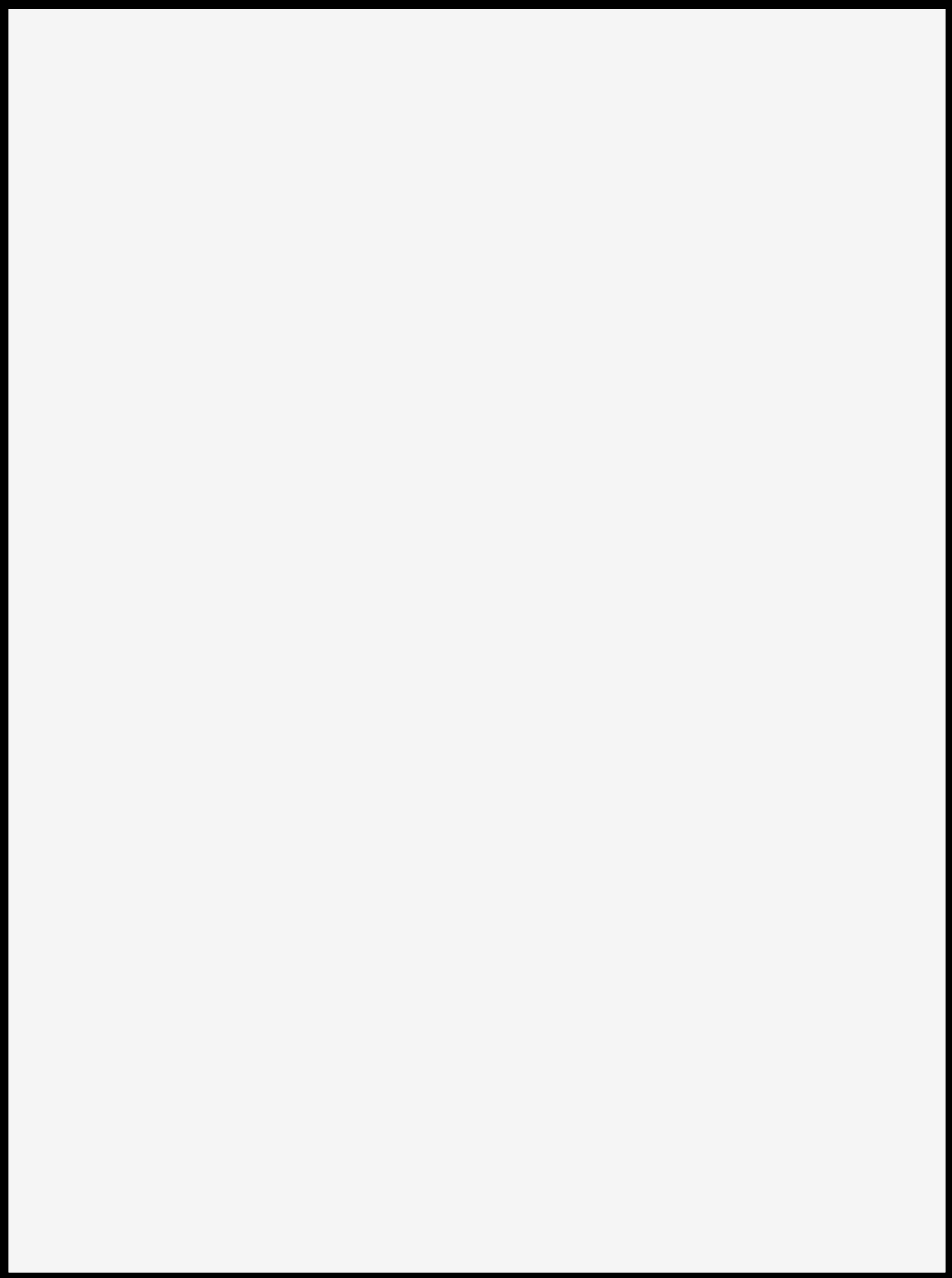
We have mentioned a few times in this document about clocking in and out using the Timegate application.

It really is important to clock in on time and out whilst being on site. The system uses GPS to confirm your location and the ops team will verify the times in and out on a daily basis. We are unable to pay over time unless it is agreed in writing from the Operations Team. We can only pay the hours that are on the system so if you have not clocked in or out it will affect your pay unless fixed before payday. It is your responsibility to ensure you have used the system correctly.

If you have any errors or having problems it is important that you call us urgently.



# NOTES

A large, empty rectangular box with a thick black border, occupying most of the page below the 'NOTES' header. It is intended for the user to write their notes.

# CONTACT INFORMATION



02394 6000 03 (24 hours)



[helpdesk@citrus-services.co.uk](mailto:helpdesk@citrus-services.co.uk)



[www.citrus-services.co.uk](http://www.citrus-services.co.uk)

**CITRUS**  
Facilities Management



