

## Code of Conduct

### If you are successful in obtaining a role:

- You will be paid one week in arrears.
- Your weekly pay is guaranteed to clear in your account by 17:00 on a Friday.
- If you do receive your pay regularly before a Friday, this is not guaranteed. Do not arrange any direct debits or standing orders before a Friday
- If you have any payroll queries, please call:
  - Dudley.  
Tel: 01384 236000/ 24hr: 07792 083752
  - Kidderminster.  
Tel: 01562 742222/ 24hr: 07584 458726
  - Wolverhampton.  
Tel: 01902 200092/ 24hr: 07990 069932
  - Walsall.  
Tel: 01922 824024/ 24hr: 07527 414708
- If you need to update any of your details, please send an email request to [admin@masstemps.co.uk](mailto:admin@masstemps.co.uk). Alternatively, you can come into the office to complete a change of details forms. We are unable to accept amendments over the phone.
- Change of bank details **MUST** be received by Tuesday at 10:00 to be considered for the current weeks' payment. Anything received after this time will be processed the following week.
- We can hold a payment up until Friday at 12:00, payments will be released to the details we hold on file after this point. Payment may not be recalled.
- If, for any reason, you are unable to attend a shift, please ensure you notify the branch at least 1 hour prior to your agreed start time by calling the consultant you are dealing with.
- If you wish to book holiday, you must give the following notice to both Masstemps Ltd and your supervisor:
  - 1 day – 1 weeks' notice
  - 1 week – 1 months' notice
- The holiday year is January to December. Holiday is calculated with and paid in proportion to the hours worked.

#### DUDLEY.

01384 236000

[dudley@masstemps.co.uk](mailto:dudley@masstemps.co.uk)

Russell House The Inhedge,  
Dudley DY1 1RR

Company Registration No.

#### KIDDERMINSTER.

01562 742222

[kidderminster@masstemps.co.uk](mailto:kidderminster@masstemps.co.uk)

4 Church St,  
Kidderminster DY10 2AD

5843994

#### WALSALL.

01922 824024

[walsall@masstemps.co.uk](mailto:walsall@masstemps.co.uk)

The Old Foundry, 55 Bath Street,  
Walsall, WS1 3BZ

VAT Registration No.

#### WOLVERHAMPTON.

01902 200092

[wolverhmapton@masstemps.co.uk](mailto:wolverhmapton@masstemps.co.uk)

Regent House Bath Ave,  
Wolverhampton WV1 4EG

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