

PEN

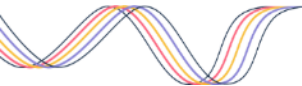
Associate Guidance Pack



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Some facts about PEN

- We are an expert team focused on great client outcomes.
- As a small consulting firm our approach is agile. This gives the firm a unique culture.
- What sets us apart is our ethos; we pride ourselves on our integrity and collaborative style.
- Over the last six years we're proud to have worked with over 180 associates, many on more than one assignment, and with over 60 clients.
- Our carefully chosen project teams brings experience to every project and work with pace and agility.
- We have expertise in a variety of areas, but the most common things our clients ask us to help them with are:
 1. Customer Experience
 2. Operational Excellence
 3. Change Delivery
 4. Resourcing

About the PEN Associate Model

PEN uses Associates to supplement our workforce. It's what allows us to be flexible, meet our customer's needs and ensure we deploy the best team for the job.

What does being a PEN Associate mean for you?

- We pride ourselves on employing Associates who are highly capable and complement the PEN consulting model
- You are considered a key member of our team
- You are critical in helping us deliver great outcomes for our clients which is what we are all about.
- You will receive regular support whether from a permanent team member, your Project Lead or from our network of Associates.
- We welcome you to engage with us in our meetings and social events
- We will share information on these events via our quarterly newsletter
- Many of our Associates work with us regularly. We hope you will recommend us to your own network too.
- We hope this is the start of a long-lasting relationship!

“At PEN, we work with Associates to strengthen our team and provide specialist skills to our projects.

Associates join us on a temporary basis, sometimes for individual projects, but often work with us on multiple projects”

Chris Gibson
Partner / Managing
Director



Your support network

There's a whole team of people who can help you – don't hesitate to get in touch.



Nikki Rawson
Resource Manager

“I can help you with anything to do with your contract or future roles”

Email: nikki.rawson@penpartnership.com
Phone: +44 (0)7917 150077



Clare Allan
Associate Partner

“Come to me if you need a hand or have questions around contractor resourcing”

Email: clare.allan@penpartnership.com
Phone: +44 (0) 7807 148944



Davina Coburn
Office Manager

“As Office Manager, I can help you with onboarding or general PEN questions”

Email: davina.coburn@penpartnership.com
Phone: +44 (0)7479 104 906



Helen Perrett
Ops and Finance

“I can help you with invoicing and any other accounting queries you might have”

Email: helen.perrett@penpartnership.com
Phone: +44 (0)7765 863 876

Conduct: A few key things to keep in mind when working with us



- Our reputation is very important to us and we've worked hard to build it. So, we do ask our Associates to portray the PEN way when working with a client
- Please keep all the information contained in the T&Cs of your engagement with PEN confidential (e.g. email, travel policies and information security)
- Be sure to familiarise yourself, and work to the relevant client's internal policies, such as email, travel and information security
- Should a client ask you about anything outside of your current project, that may be relevant to PEN's overall client engagement, please let your Engagement Lead know
- Wherever possible, please let us know about any planned absences during your project in advance
- And if you experience any issues on the project or you have any questions about delivery, your Engagement Lead will always be on hand to help – or please contact Nikki or Clare

*It's great to have you working with us.
We look forward to a long-lasting relationship.*

All things technology

We ask you to provide your own laptop. You will receive a PEN email address which you should use for all communication with the client or PEN team.



- Netstar will provide a one-time link to your PEN password which you will use to activate your email
- Please log onto: <https://outlook.office365.com/> to access your emails
- If you are purchasing a laptop, we can recommend the DELL XPS models as this is the equipment that we use – it has been tried & tested!



- The following Malware and level of encryption is required on your own laptop Davina Coburn will ask you to confirm as part of onboarding & prior to you starting
 - ESET Internet Security
 - Malwarebytes Premium
- You may be asked to use a client laptop. If so, your project lead will arrange this for you



On most projects, we use OneDrive/Microsoft Teams to store and manage documents. Your project lead will give you access to the relevant folders and project templates. This information is confidential.



We also use Microsoft Teams for instant messaging with PEN colleagues and for Video Calling. Your Engagement Lead, or Davina Coburn our Office Manager, can help you obtain details.

Once you finish on a project, you will be required to remove all client material from your laptop

IR35 - PEN's Position & Status determination process

PEN's Position

- Our current IR35 position is that PEN's services (including the use of Associates) are out-of-scope as we operate under a SOW
- The IR35 status of all Workers will be determined by PEN as we act as the 'End Client'
- PEN has partnered with Qdos, who use decision engines based on HMRC-designed tools, to provide a clear 'status determination' of all associate roles
- The assessment consists of a series of questions which, when completed, will give a Status Determination Statement (SDS) outcome which confirms whether the assignment is deemed inside or outside of IR35
- If it is deemed in-scope, the Worker will be liable for increased Tax and National Insurance Contributions
- If the inside-scope assignment is beneficial to pursue, the Worker will be paid via an umbrella company for their services
- If it is deemed outside-scope, the engagement process will continue as normal

PEN's Assessment Process

- PEN will discuss all new associate assignments with you based on a *preliminary* outside-scope status
- As soon as you start a new project, you will be asked to complete the Qdos 42-question assessment in order to determine the scope of the role
- The completed assessment will be reviewed by a Qdos Consultant, sent to the PEN Project lead to approve and all parties will receive a copy of the final status determination.
- If a role is deemed in-scope, discussions will commence about engaging your services via an umbrella company so the relevant tax and national insurance deductions can be made
- Qdos will re-assess all outside scope roles every six months and will indemnify PEN against incorrect determinations
- PEN is responsible for checking on an ongoing basis that the day-to-day working practices continue to meet the stated terms and intentions of the contract.

Umbrella Companies

For all in-scope roles that PEN is engaged on you will be required to sign up to an umbrella company in order to receive payment for your services. They will ensure that the appropriate Tax & NI deductions are made prior to payment.

We are happy to work with an umbrella company of your choice, alternatively please contact one from the list below, as PEN already has a relationship with these providers:

PAYSTREAM

Website: <https://www.paystream.co.uk/>

Tel: 0161 516 2128 (option 1)

Email: newbusiness@paystream.co.uk

PARASOL

Website: <https://parasolgroup.co.uk/>

Tel: 0800 464 0409

Email: bestadvice@parasolgroup.co.uk

GIANT

Website: <https://www.giantpay.co.uk/>

Tel: 0330 024 0946

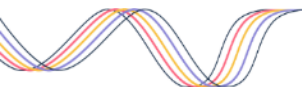
Email: welcometeam@giantgroup.com

FOCUSED

Website: <http://focusedumbrella.co.uk/>

Tel: 0161 923 0210

Email: info@focusedgroup.co.uk



Other important things to know - Invoices, Timesheets, Email & LinkedIn

Invoices: Please submit invoices, along with any expenses and receipts, to both your PEN project lead and invoices@penpartnership.com & helen.perret@penpartnership.com by the end of each month. These are paid 30 days from submission.

Timesheets: Please fill out the requisite timesheet at the same time. The timesheet will be attached to your welcome email or you can find them here: www.penpartnership.com/associates/resources

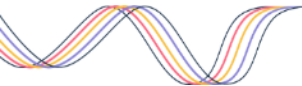
Email signature: Please find below a template email signature for you to use with your PEN email address:

[Your Name] | PEN Associate
m: +44 (0) 7.....
e: [\[your.name\]@penpartnership.com](mailto:[your.name]@penpartnership.com)
www.penpartnership.com

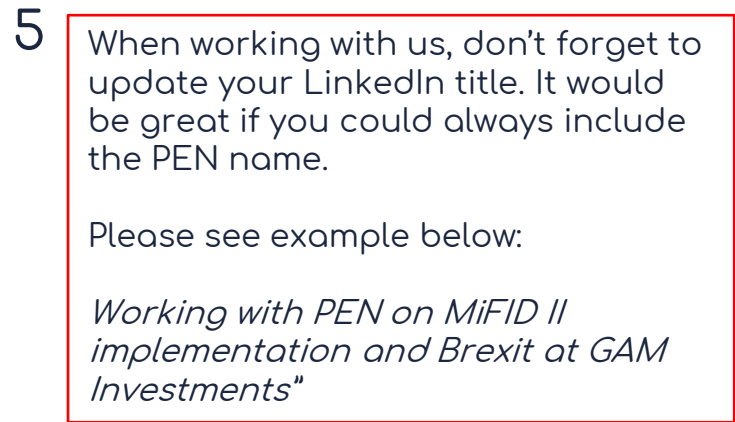
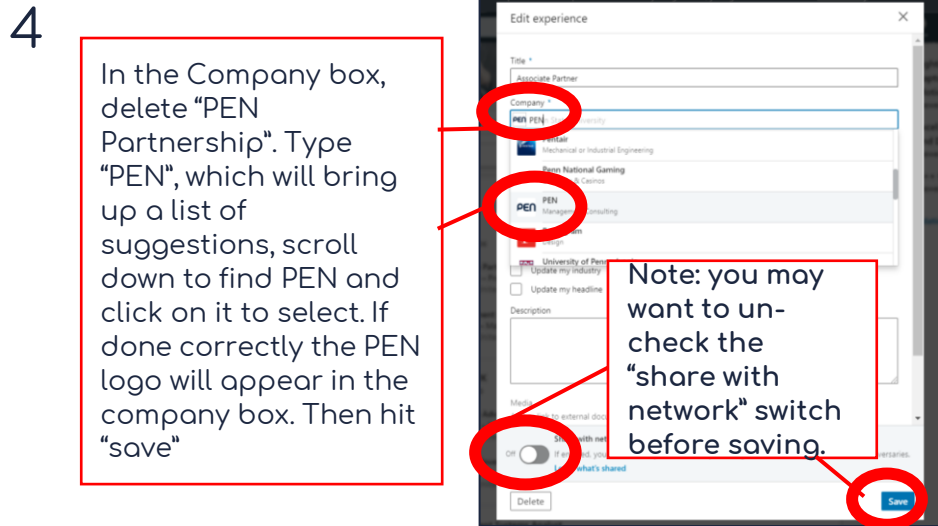
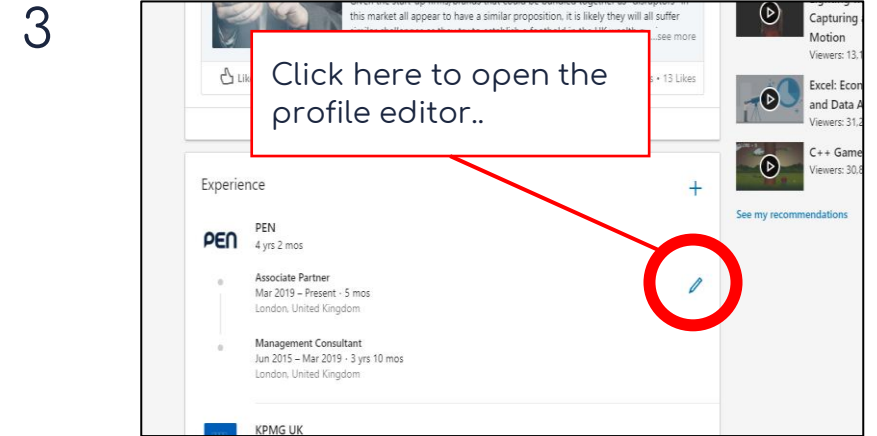
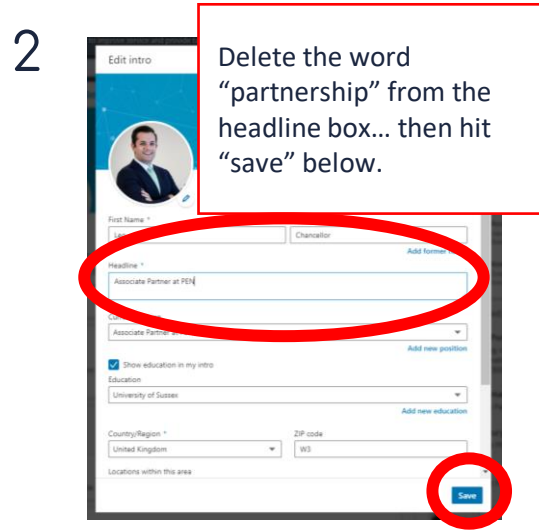
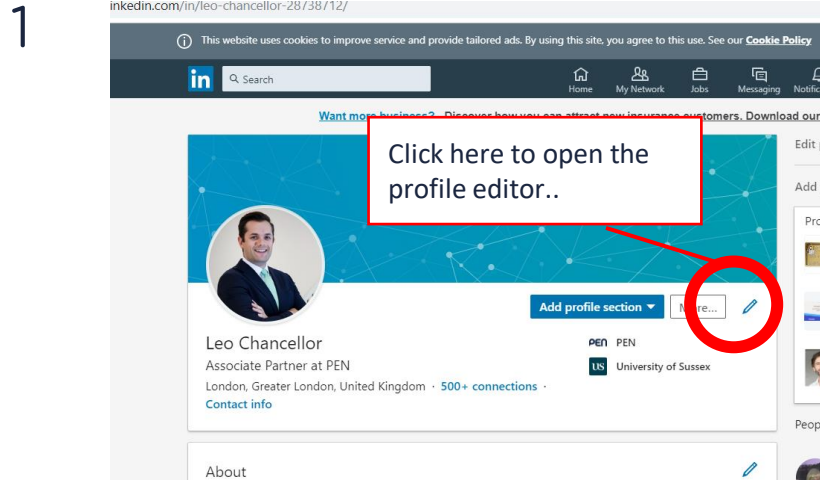


PEN

LinkedIn: For information on how to update your profile with PEN info, please see overleaf...



Updating Your LinkedIn Profile whilst working with us



Onboarding & Referencing Process

Onboarding – Prior to joining us for the first time on a project you will be sent an email outlining the onboarding documentation that we require from you.

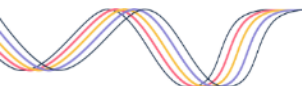
The Supporting Documents required upon joining are:

- PEN Onboarding & Vetting Form – Completed & Returned signed
- Passport Copy
- Proof of Address, dated within 3 months or Driving License.
- Umbrella Company details or...
- Ltd Company Certificate and/or Ltd Company VAT Certificate
- Professional Indemnity Insurance Certificate (To cover £1 Million)

Vetting checks - Depending on which Client you will be with will determine the level of security checks required. If a high-level check is required, you may be asked to provide additional information than provided in the original PEN Onboarding form. You will be asked to give your signed consent for these checks prior to there submission. The results can take anywhere up to 3 weeks to be returned.

References – We are required to verify the individual clients that you have worked with over the last 5 years. These are usually a confirmation of employment dates worked and are not character references.

For this purpose it is best to provide a HR or dedicated reference email address rather than an individual person. Please note we cannot accept your Limited Company or Accountant as a referee.





We look forward to working with you!