

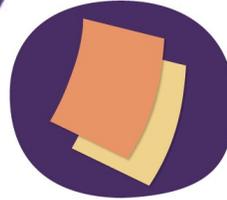


# WELCOME TO COOL COMPANY

[info@coolcompany.com](mailto:info@coolcompany.com)

+44 (0) 207 157 9776

# Welcome to Cool Company, we're really pleased to have you with us



As a new employee, we understand that you'll probably want to know a bit more about working for Cool Company. So we've put together a guide to help make your first few months hassle-free.

## How we work

As an employee of Cool Company, we'll provide you with all the rights and benefits you expect– including holiday, sickness, maternity and paternity pay. We take care of your Income Tax and National Insurance obligations.

All you need to do is submit your timesheet and once we've received payment from the agency, we'll process your payment through our payroll system it's that simple. We also run multiple payrolls every day to make sure you get paid on time, every time.

## Completing your Profile

You've just signed up with Cool Company but we need to make sure you have completed your profile so everything runs smoothly.

## Fill in your details

Make sure to complete the user profile in the "Settings" section of your dashboard, including contact details, address, date of birth, copy of your passport, driving licence and banking details. It's important to complete this and to keep this up to date so that our employment records are correct.

## Take a look at our tutorial videos

While our system is user friendly and intuitive, we have created some short tutorial videos to help you if you get stuck. [Check them out!](#)

## Upload your P45 or complete a New Starter Checklist

Remember to upload your P45 from the current tax year (dated after last 6 April) in the "Settings" section. We need of parts two and three of your P45 from the current tax year (dated after last 6 April), or complete a [New Starter Checklist](#) and upload that instead.

This is extremely important as it ensures we apply the right tax code to your pay and that you pay the correct amount of tax.

If you haven't yet received your P45 from your old employer or you've lost it, or you don't have a P45 that's dated in the current tax year (i.e. dated after last 6 April) then you need to complete a New Starter Checklist.

If you need to get in touch with HMRC about your tax code, please call them on 0300 200 3300 and quote our employer PAYE reference 120/SB87807 and your own National Insurance number.

# Frequently asked questions



## How often does Cool Company retain its margin?

The Cool Company margin is the amount we retain from the invoices we raise for your work to cover the administration and insurance costs. This is a fixed amount per week or month depending on your pay frequency. We retain the margin per timesheet meaning if you have a period where you are not working no margin is owed. Our system will calculate if your retained margin is monthly or weekly based on the number of weeks your timesheet spans.

## What are employment costs?

Employment costs are the Employer's National Insurance contributions and employment related taxes which is calculated at 13.8% is for Employer's National Insurance contributions.

The employment costs are deducted from the umbrella income and you will see this as a deduction on your payslip.

## Do I get holidays as a Cool Company employee?

You're entitled to statutory holiday entitlement totaling 28 days per year as an employee, by default will be accrued by deducting 12.07% of the umbrella income and storing this in your holiday reserve fund.

It will remain in the fund until you notify Cool Company that you have taken a holiday, or we approach the end of the holiday year whereby we will pay you any untaken holiday pay.

You have the option to have your holiday pay made to you in advance instead of in the reserve fund and this option is selected when you sign up. However, if you change your mind you can opt to have your holiday pay made in advance by emailing [info@coolcompany.com](mailto:info@coolcompany.com).

## When will I get paid?

We'll process your payment on the day we receive payment from the agency. Once your payment has been processed, we'll send you a confirmation message. You will receive your payment within 24 hours after it's processed. You can also check the progress of your payment on the main page of the Cool Company dashboard.

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## Need more help?

We hope this guide has covered everything you need to know about being an employee of Cool Company. But, if you need a bit more information, or have a different query, don't worry we have other support available.

Our Customer support team is dedicated to guiding you all the way through your contracting journey and is on hand to answer any questions you may have.