



Personnel Plc



OUR HISTORY

Coyle Personnel was formed in 1988 by Kevin Coyle, our current Chairman, starting out to provide labourers to building sites across London. One of our first clients, was coincidentally a company called Frederick Coyle Limited who needed just one labourer.

Our first big break came when we got a job to supply 50 men to the Sun Printer job in Watford for Wates Construction and we made 40% margins on this job and it lasted for 78 weeks, and that really put us on the map.

and as they say, the rest is history!

Over the years we expanded out into different areas of recruitment mainly across construction and established ourselves as one of the top Construction agencies in the UK. We now supply into a number of different sectors including Rail, Medical, Education, Public Sector, so we have a nice spread and are always looking for new areas to establish a foothold in.

Still a privately family owned business the Coyle Group are currently number 37 out of the top 100 recruitment companies, which is something we are really proud of.

OUR BOARD



Coyle Personnel
Was Opened In
1988...by Kevin
Coyle, MD and
Owner

Roger Stewart
Appointed Director
2004
Joined Coyle 1999

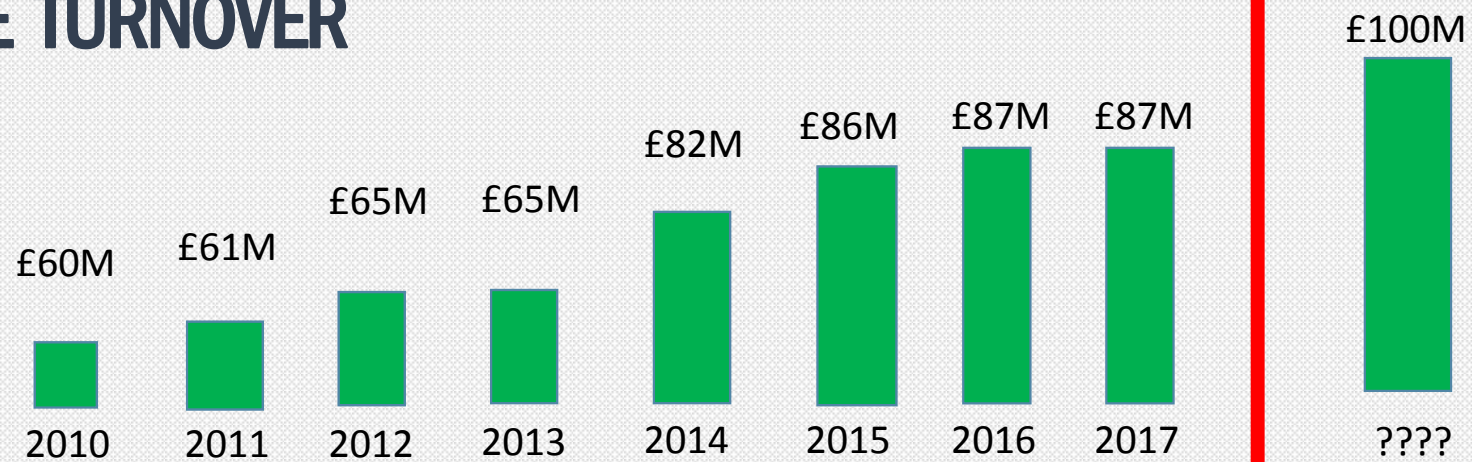
Richard Button
Appointed Director
2015
Joined Coyle 1999

Anna Cooper
Appointed Director
2015
Joined Coyle 2004

Chris Coyle
Appointed Director
2018
Joined Coyle 2004

Ashling Coyle
Appointed Director
2018
Joined Coyle 2017

COYLE TURNOVER



SECTORS WE COVER

- Trades & Labour
- Professional & Technical
- Mechanical & Electrical
- Building Services

Construction

- General Nursing
- Doctors

Rail

- Railtrack
- Professional/White Collar
- Signalling
- Telecoms

Medical

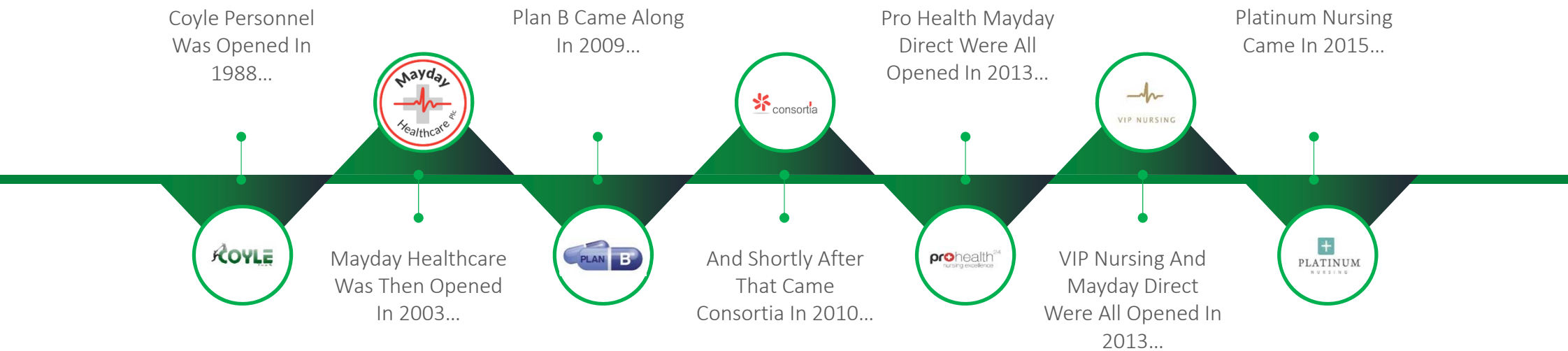
- Social Care/Social Housing
- Environmental
- Technical Services
- Town Planning
- Finance

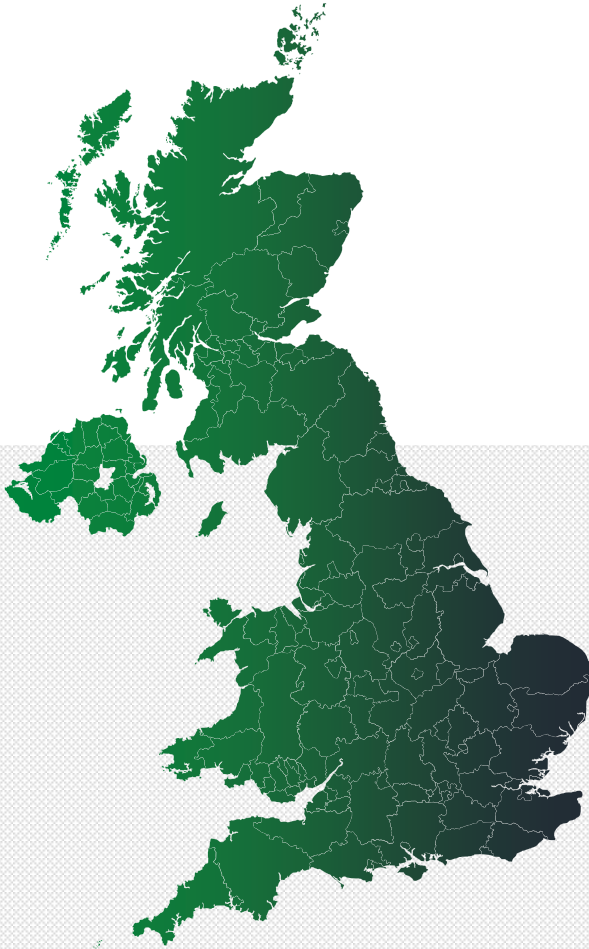
Public sector

- Teaching
- Primary/Secondary
- Specialist Schools

Education

OUR GROUP TIMELINE





COYLE GROUP

13 OFFICES NATIONWIDE

- Harrow (Head Office)
- Birmingham (Pro Health)
- Milton Keynes
- Victoria (Mayday/Plan B/VIP)
- Cardiff
- Reading
- York
- Glasgow
- Manchester
- Walsall
- Chelmsford
- Liverpool Street
- Ashford



OUR FUTURE

- You! Being part of this company, you are now our future and we look forward to seeing and helping you develop
- Our sales CRM (Adapt) is ever evolving and we are due to have telephone integraton live by the end of August 2018
- We are investing a lot of resource in upgrading a number of IT systems in Accounts, HR and with our construction divisions to an online timesheet process from registration to payment
- 80% of the company to be paper free by the end of 2019



HR DIVISION

YOU WILL ALL BE SENT LOGIN DETAILS TO ACCESS THE HR SYSTEM

- Request and view annual leave
- View all company policies
- Access payslips
- View Employee Directory
- Update address and bank details
- View career history



Access SelectHR

Welcome to Access SelectHR.

Please enter your user name and password.

User Name:

Password:

[Forgotten your password?](#)

Log On

Licensed to: Coyle Personnel plc

Sessions: 0 / 350

Written Statement of Employment Particulars

Employee Name:	Shannon Matthews	Employee No:	1388
Began employment with:	Coyle	COP effective date:	1 st October 2016
Start Date:	05.01.2015	Pension:	In
Your gross pay per annum will be:		Car model/allowance (if applicable):	n/a
You will be paid:	Monthly	Your job title is:	HR Team Leader
Your hours of work are:	09:00-17:30	Your team is:	HR Team
The address of your employer is:	HYGEIA 66-68 College road Harrow Middlesex HA1 1BE	Your manager/team leaders is:	Anna Cooper

Other particulars:	
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Signature for and on behalf of EMPLOYER:	DocuSigned by: <i>Anna Cooper</i> D89BE8DE9F743D...	Date:	10/14/2016
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Signature for and on behalf of EMPLOYEE:	DocuSigned by: <i>Shannon Matthews</i> A1AFF8F4A80479...	Date:	10/14/2016
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NB: Please ensure 2 copies are printed and signed. One for Head Office and one for the Employee

CHANGE OF PARTICULARS (COP)

Every employee will receive a COP to sign when they start with the company. You will then receive a new COP whenever there is a change in your employment i.e. a salary increase, change in targets etc. The COP's come through a programme called DocuSign so please do not ignore the DocuSign emails.

You will also receive a new COP when we do our annual reviews in October – even if nothing has changed.

Each COP will look like this and will have written out in one document, all of your employment particulars. It will also have any targets that you have to hit, and your commission structure.

These coincide with your contracts so anything you sign here is also legally binding.



TRAINING / APPRENTICESHIPS

We run apprenticeships with a variety of suppliers for our internal staff so that you can gain some new qualifications.

Please get in touch with us if you would like to take part in one of these courses.



MOBILE PHONES/CARS

If you have been allocated with a company mobile phone and/or car, and you have any questions about it or are having any trouble with it you will need to speak to Mary O'Reilly – mary.oreilly@coyles.co.uk / 02089016689.

ACCIDENTS

If you or one of your temps have an accident whilst at work or while your temp is on site, you will need to contact Mary O'Reilly – based in Harrow. She will need to be informed regardless of how small the accident is – mary.oreilly@coyles.co.uk / 02089016689



HR Contacts

In the first instance email humanresources@coyles.co.uk and one of the team will get back to you, or you can contact individual team members on the details below:

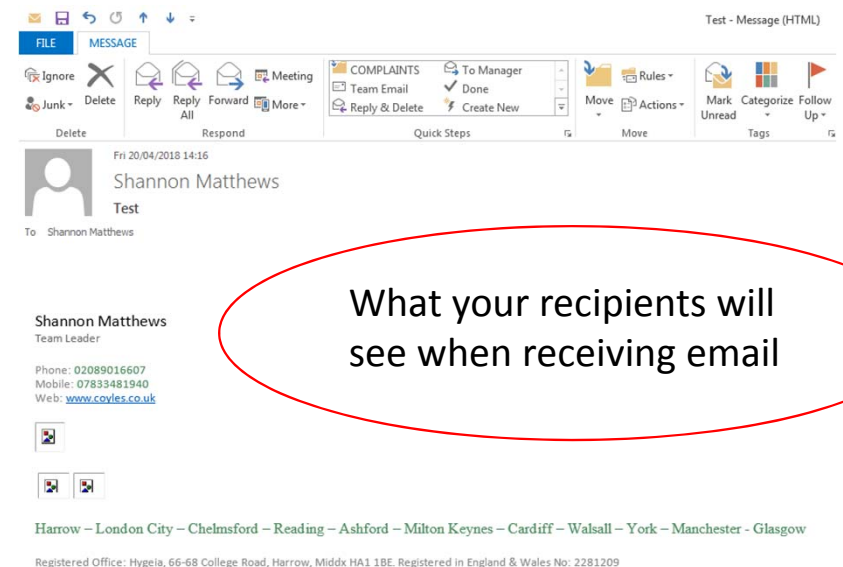
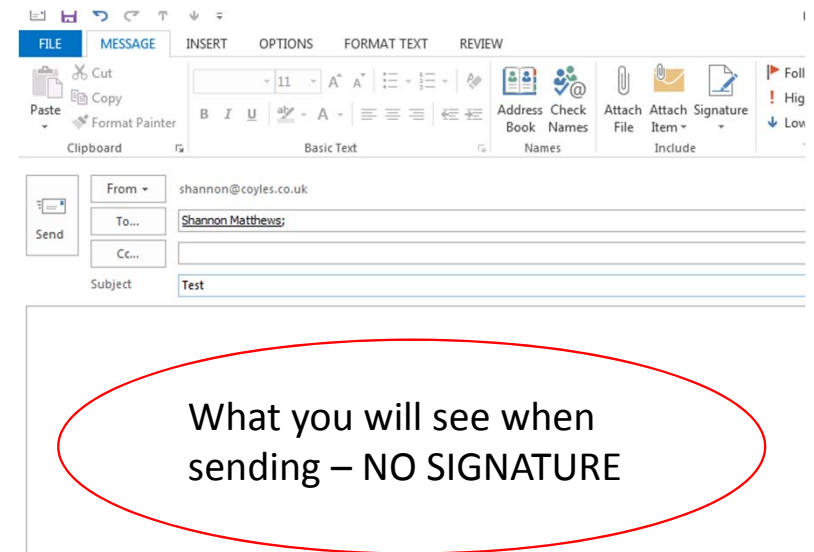
- Shannon Matthews – Team Leader – 0208 901 6607 / shannon@coyles.co.uk
- Sheena Ramchurn – HR Advisor – 0208 901 6676 / sheena@coyles.co.uk

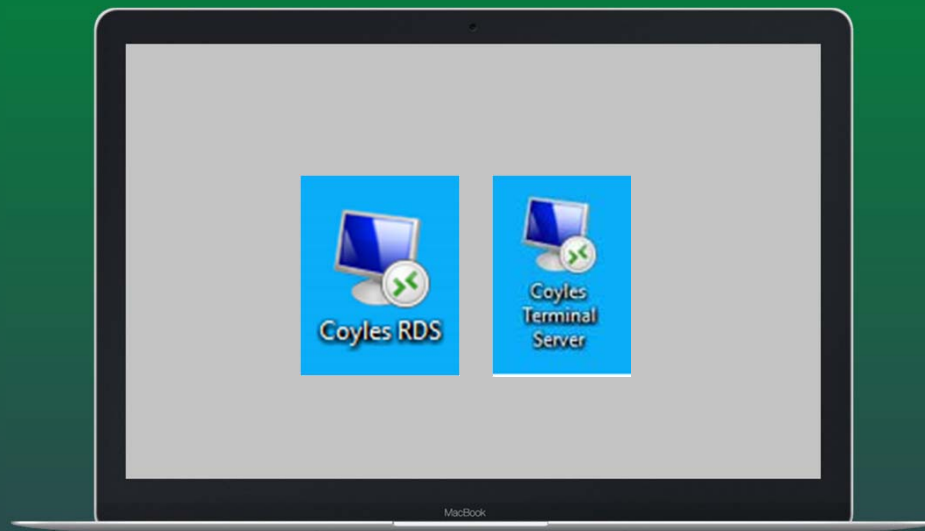


IT HOUSEKEEPING

OUTLOOK SIGNATURES

- The company signatures have been updated so that you cannot see them when you send an email. This is because they now go straight from the server and not from Outlook. The recipient of the email will see your signature when they receive your email
- Please send yourself a test email to double check that everything on your signature is correct, and if not please email Human Resources.





REMOTE DESKTOP LOG IN/LOG OUT

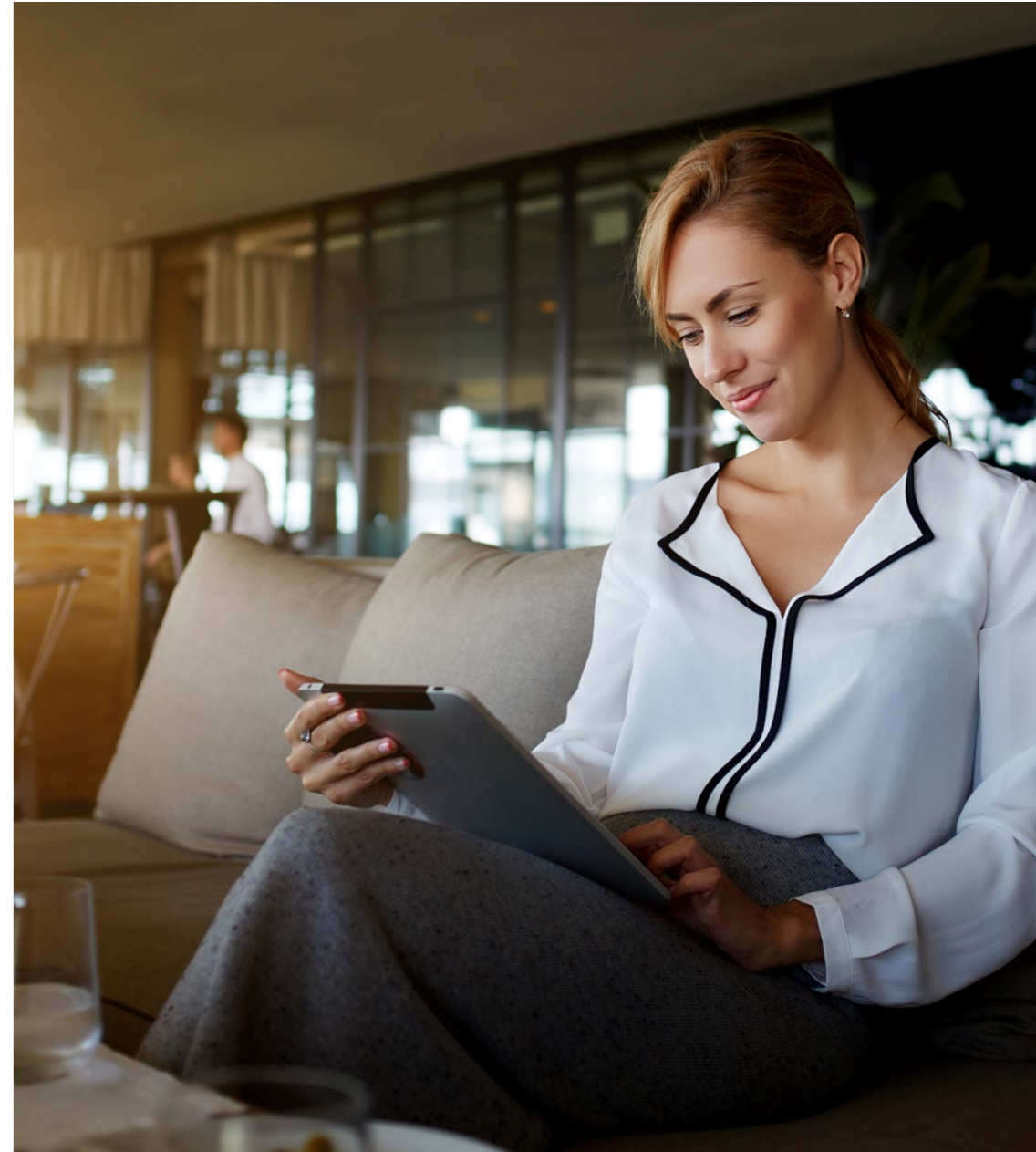
When you log on to your PC you will see the terminal services icon. If this is not there, call Helpdesk and they will add it for you

When you are logging off at the end of the day (or if you are going to be away from your desk for over an hour) please make sure that you LOG OFF of your terminal server session. If you are in terminal services click “Start” then “Log Off”. If you are in RDS click on the menu button on the bottom left, then your name on the top right and then “Sign Out”. Do not just click on the “X”.



IT HOUSEKEEPING TERMINAL SERVICES

- The servers are currently being reconfigured to automatically log people off of their session for more than one hour of inactivity.
- If this is done, the server will close down your session and any open programmes. It will not save any work, it will close everything.
- Before you leave your desk:
 - Save all of your work
 - Log off of terminal services
 - Shut down your PC (when going home)



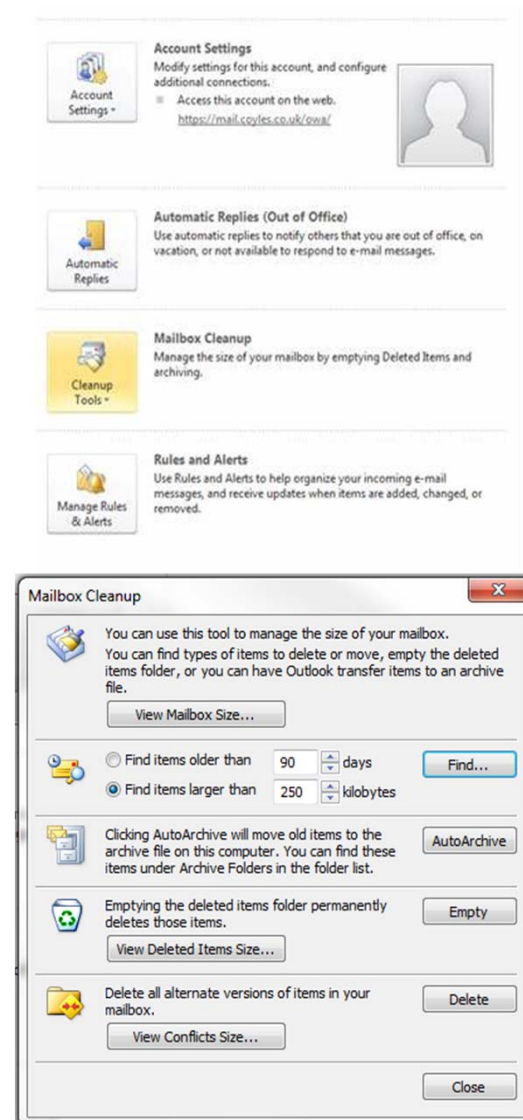
IT HOUSEKEEPING OUTLOOK

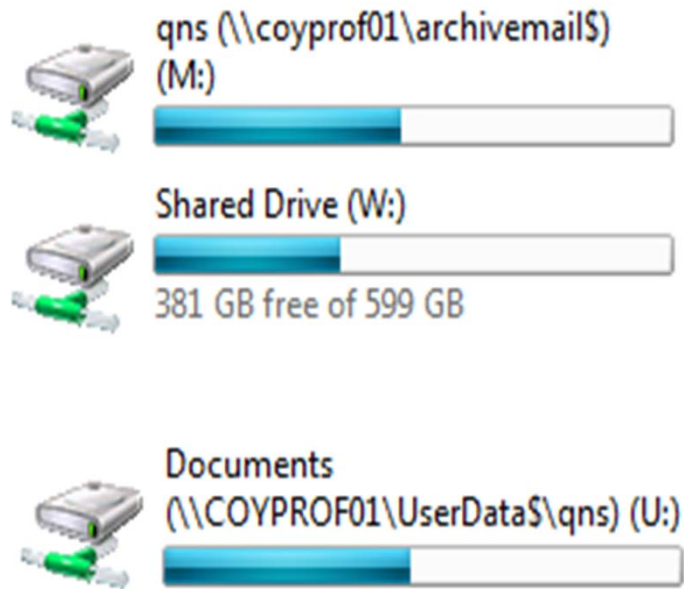
- The maximum mailbox size is 2GB.
- You will receive warning emails about your mailbox size at 1.5GB.
- Sending emails will be restricted at 1.9GB.
- Receiving emails will be restricted at 1.95GB.
- Please delete any old, unwanted, unnecessary and non business related emails (including your sent items) and then delete them from your deleted items.



IT HOUSEKEEPING OUTLOOK

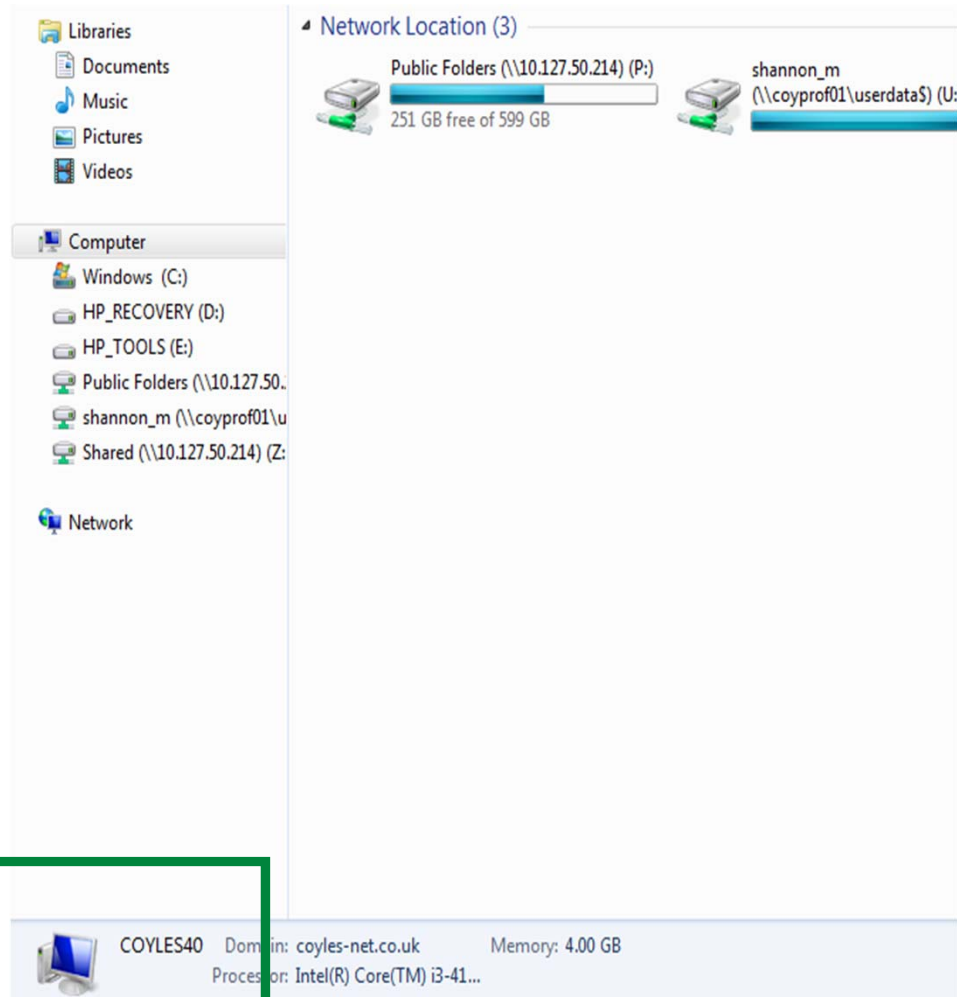
- If you want to check your mailbox size, please do the following:
- Click File → Info → Cleanup Tools → Mailbox Cleanup → View Mailbox Size. You then need to select the server data tab of the folder size window.
- Please contact Helpdesk if you are still having issues, and they will help you archive your emails to the server.





IT HOUSEKEEPING SAVING DOCUMENTS

- Always save your documents to the server – either on a personal drive or a shared drive that you have access to. You may have one, two or three drives available to you.
- Do not save documents to your desktop or anywhere but these drives.
- This is because the server drives are all backed up but your desktop and local libraries are not, and are sometimes re-created when maintenance is completed on the server and so you would have lost all of your documents.

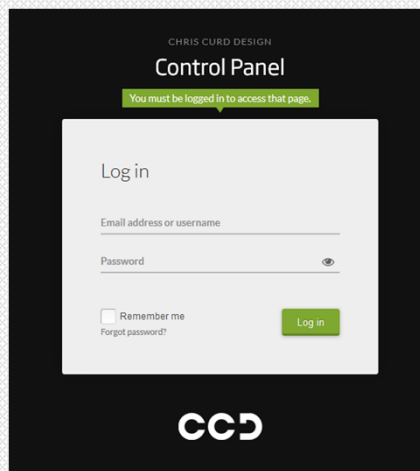


Please note when you are calling QNS they may need to remotely log in to your computer. In order to do this, they will ask for your computer name. You can find this by clicking “My Computer” and it is the little name in the bottom left-hand corner.

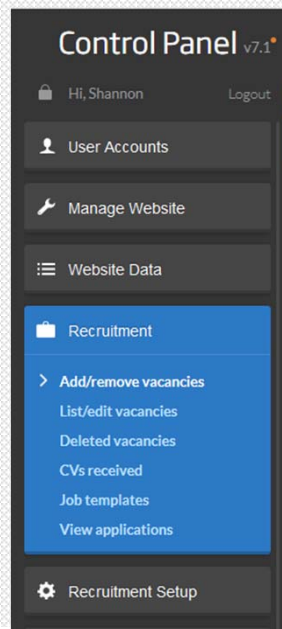


JOB POSTING

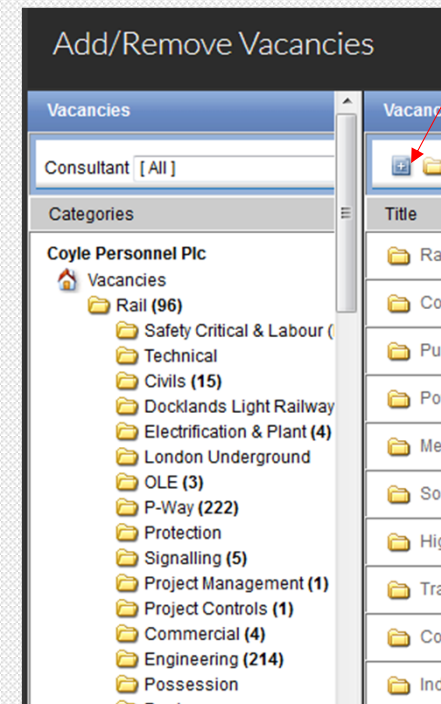
POSTING ON THE COYLE WEBSITE



To post on the Coyle website you need to get on to the Control Panel. You do this by pressing Ctrl + Alt + Space on the Coyle website.



You then need to click Recruitment on the left hand side and go to Add/remove vacancies.



Then select the right division on the left hand side and click the small blue box in the corner.

POSTING ON THE COYLE WEBSITE

New Vacancy

Save

Cancel

Job Title*

Reference No.*

Type*

☒ Permanent

☐ Contract

☐ Temporary

Live on website

YES

Sector*

3D Visualisation

Contact*

Shannon Matthews

Speciality

Benefits

Expiry Date (default 60 days)

18/06/2018

Salary

Show salary as

Numeric

Salary Currency

GBP (£)

Salary from*

Salary Period

The new vacancy page will then appear and you need to complete all sections on here.

Once you have published it please make sure the dot alongside your job is green as this means it is live. If it is red, just click it and it will go green.

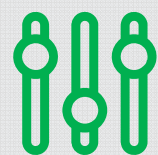
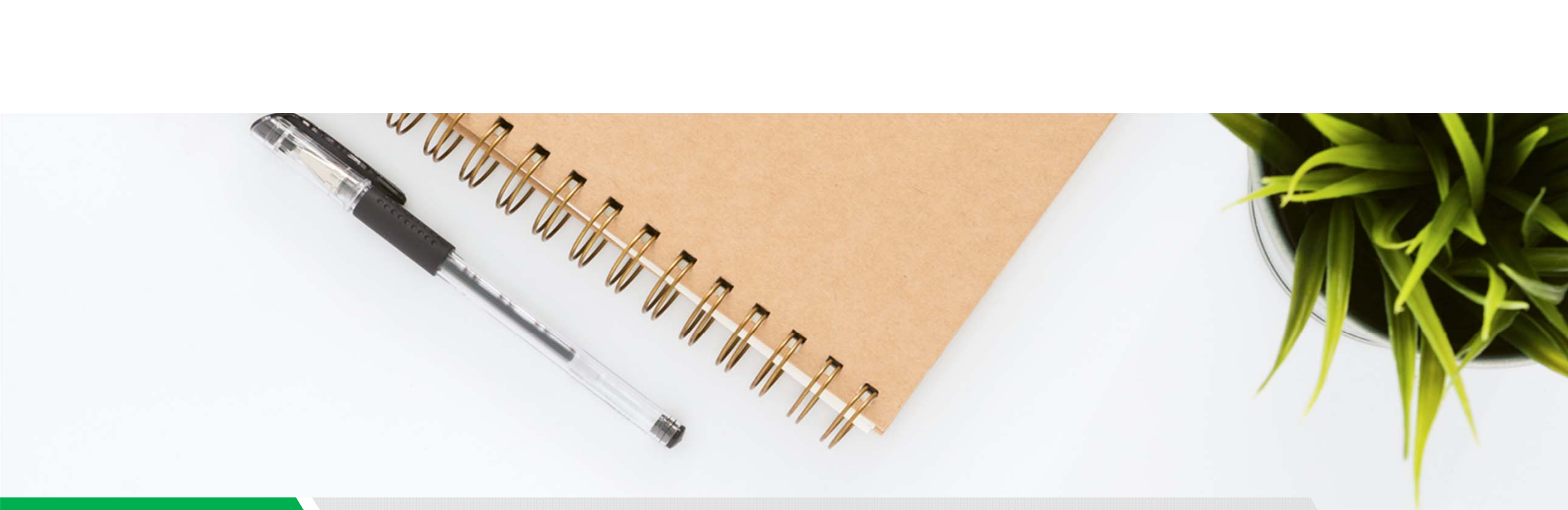


We have a monthly job posting competition where you have the chance to win £200 worth of vouchers, and then the chance to win a £3,000 holiday in October!

TIPS FOR A SUCCESSFUL JOB ADVERT



- Needs clean job titles with no unnecessary word/characters
 - e.g. Manager ✓ *Manager Required Now*
- Do not put abbreviations in the job advert (CSCS/PTS etc. would be fine)
 - We are looking for a painter/decorator in London for a two week placement ✓
 - Looking for painter/dec. in Lon. for 2 wks
- An accurate location is very important
 - Maidstone, Kent ✓ South East
- The first line of a job description is critical as this is what people first look at
- Do not put more than one vacancy in one advert i.e. do not put we need 3 labourers



EXPENSES



BASIC PROCESSES – EXPENSES

- Please make sure that the following details appear on every claim form: Your name/your division/the signature of the manager/director approving the claim.
- All claims must be received by Paul Dooley by close of business every Wednesday and will be paid in to your account by BACS on the following Monday.
- Any claims for expenses that are more than one month old will not be paid, even if they are signed off by a manager/director.

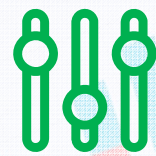


BASIC PROCESSES – MILEAGE CLAIMS

- As with the general petty cash form – your name, division and signature of your manager/director need to be on your mileage claim forms. You will also need to add the week end date of your claim.
- There are separate forms for petrol and diesel claims and there is a helpful form in the public folders to help assist you when completing a mileage claim.
- Please note your travel to and from the office is not allowable. If you need to make a site visit on your way home, you can only claim back for the extra mileage to the site.
- It is important that you obtain a VAT receipt each time you purchase fuel, as we can claim back the business mileage if we have the correct VAT receipt.
- We also need an “in date” receipt. For example if you are claiming for mileage in September but your receipt is from October – this will not be paid.

[illegible]

www.coyles.co.uk 30 



GP REPORTS/DEADLINES



BASIC

PROCESSES – GP REPORT

- The draft copy of the GP report is published to Public Folders on a Tuesday and all instructions for Draft GP changes need to be returned to payroll by 12pm Wednesday. All consultants, resourcers and administrators must check their section of the GP report for the following:
- Making sure all timesheets are processed
- Making sure timesheets are processed under the correct contract reference
- Making sure all pay rates to temps and charge rates to clients are correct
- Making sure payroll numbers for temps are correct
- Where an error occurred that affects an invoice, please make a note on the draft GP pages you are returning to payroll informing them of the correction that needs to be made

BASIC

PROCESSES – MARGIN CALCULATOR

- There is a margin calculator available on the COYLE WIKI to help with you work out those margins to make sure you are making the best GP you can! Just search “margin” in WIKI and you will find it there.

Coyle Personnel Plc - GP Margin Calculator
*****PAYE Candidates Only*****
HOURLY RATES

YOU CAN ONLY TYPE IN THE YELLOW BOXES... HAPPY CALCULATING!

STEP 1: Estimated number of hours candidate will work per week (usually 40 hours per week for a full time worker) *This must be correct for the NI & pension to calculate correctly!

40
No. of HOURS per week

STEP 2: Enter HOURLY Pay Rate for Candidate

STEP 3: Enter HOURLY Charge to Client

Pay	Gross Pay (+NI Hol Pay)	Gross Pay	Gross Pay + Hol Pay	Gross Pay + Hol Pay	Total Cost %	Charge to Client (PER HOUR)	GP for Consultant (before expenses & TRD deducted)	GP Margin % (before expenses & TRD deducted)
100.00%	13.74%	8.21%	2.00%	0.50%	124.45%			
Candidate Pay (PER HOUR)	Holiday Accrual	NI	Pension	Apprentishp Levy	Total Cost for Coyle's			
£10.00	£1.37	£0.82	£0.22	£0.06	£12.48	£18.00	£5.52	44.29%

Living Wage Pay is £7.83 per hour - all candidates must be paid a MINIMUM of £7.83 per hour

**Coyle's desired GP Margin % is 30%*
**Coyle's MINIMUM GP Margin % is 25%*
**Any margin % below 20% must be authorised by your Director*

STEP 4: Look at the HOURLY GP Margin % you will make

STEP 5: EXPENSES. If there are no expenses put £0 in the yellow box & continue to STEP 6. If there are any expenses - please input the HOURLY expense amount in the yellow box

Expense Amount in GBP (PER HOUR)	Expense Amount Deducted from GP (PER HOUR)
£1.00	-£1.00

PAYROLL DEADLINES



- All NEW contracts need to be with Credit Control by 5.30pm Thursday
- All contract amendments need to be with payroll by 5:30pm Friday
- All new starters/reinstatements and NWRP packs need to be with payroll by 5:30pm Friday
- All perm placements need to be with payroll by 5:30pm Friday
- All timesheets need to be with payroll by 3pm Tuesday
- If you have any queries please speak to the payroll team.



BASIC PROCESSES

CREDIT SAFE PROCEDURE

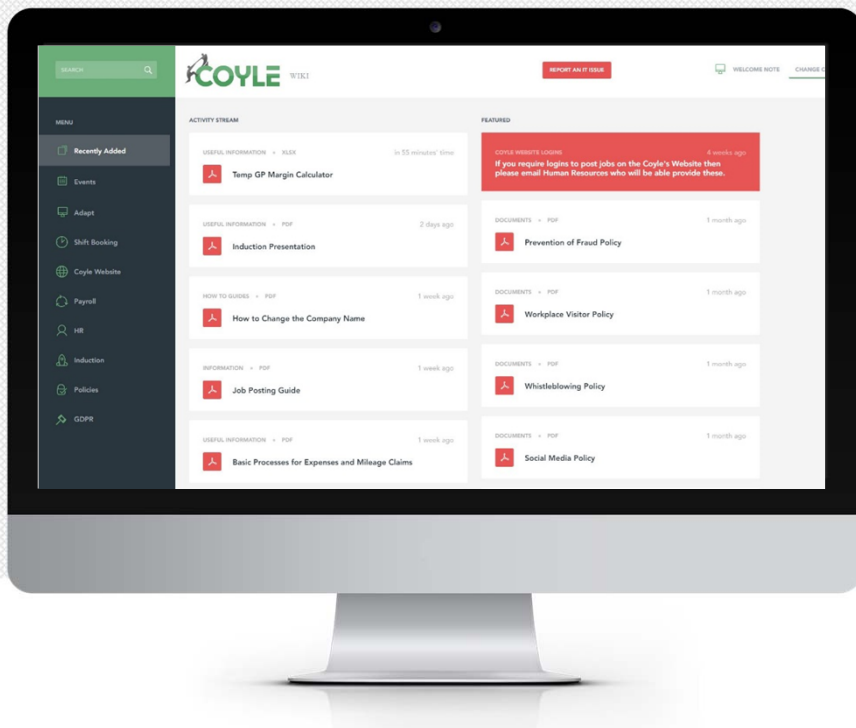
- As soon as you have accepted an order from a client you need to get a Credit Safe report on the client by emailing creditchecks@coyles.co.uk
- The report is available immediately and will give you a credit limit for the client and a credit safe reference number.
- If the credit limit is in excess of £6,000 you may supply the client. If the limit is less than £6,000 you must get approval from Denis Harrington or Marie Dooley before supplying the client.
- The credit limit set my credit control on each client will be equal to the lesser of the credit check limit or £25,000 with no exceptions.
- If any of the imposed conditions are breached, credit control will take immediate action against the client.

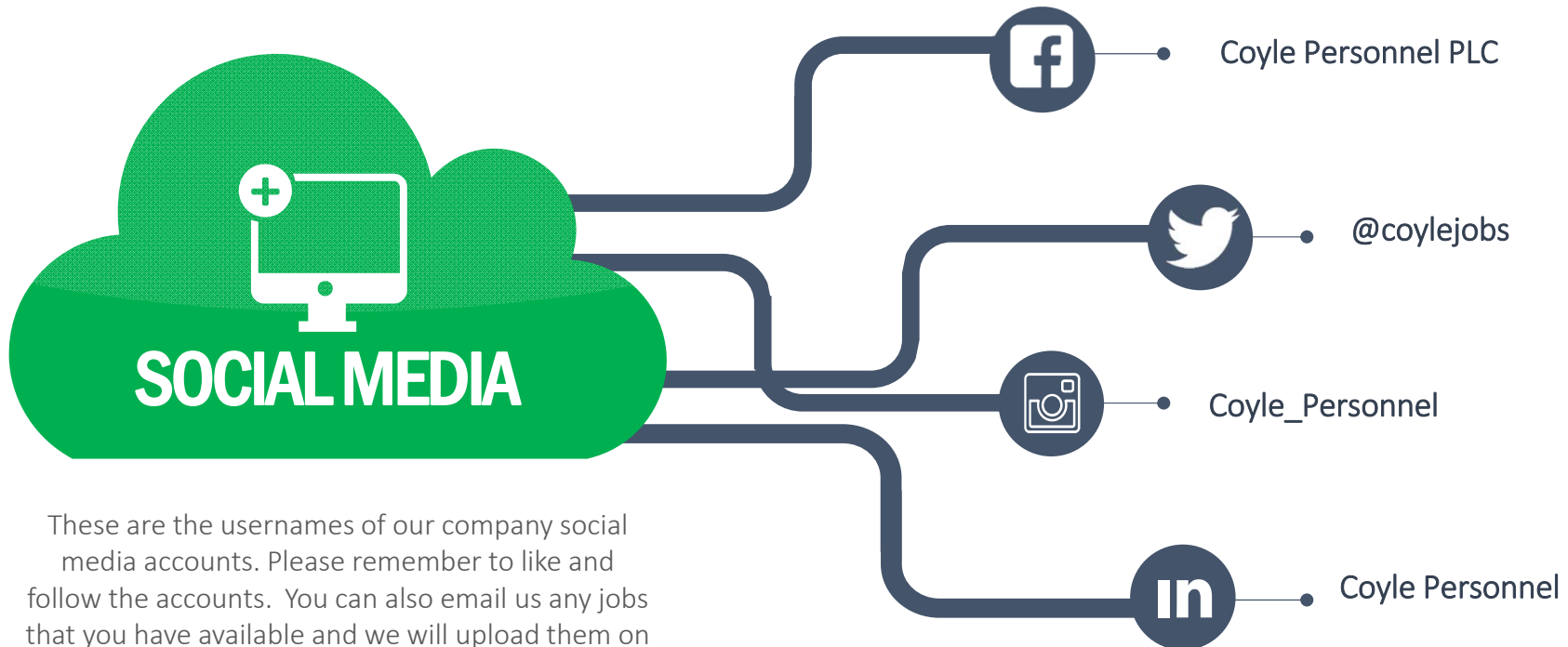


COMMUNICATION

KEEPING YOU INFORMED

- You should all have access to Coyle WIKI our internal communications portal. All company information will be released on here
- Company Shared Drives – access to GP Reports etc





These are the usernames of our company social media accounts. Please remember to like and follow the accounts. You can also email us any jobs that you have available and we will upload them on to our social media sites for you ☺



Useful Contacts



- Adapt - 0208 901 6649 / adapt@coyles.co.uk
- QNS Helpdesk – 08452582589 / helpdesk@qns.it
- humanresources@coyles.co.uk
- Paul Dooley (expenses) – 02089016659 / paul.dooley@coyles.co.uk
- Payroll – payrollteam@coyles.co.uk
- Marie Dooley (credit control) – 02089016663 / maria@coyles.co.uk





KEVIN COYLE

Owner



COMPANY DIRECTORS

Coyle Personnel was formed in 1988. We started from scratch and mailshotted 1000 clients asking if they wanted any men and coincidently a company called Frederick Coyle Limited replied and said they need a labourer, we didn't even have one labourer on our books so we stuck an advert in a sweet shop window in Cricklewood looking for a labourer saying we would pay them £30 per day and quite a few replied, so we stuck 30% on top and charged it to Frederick Coyle. The first timesheet was for 5 days x £39 - £195 and that was the first weeks invoicing, now Coyle Personnel alone does £1.8m a week! and should soon be doing £2m per week!

I chose recruitment because when I was a 16 year old I had a summer job working cash in hand for a labour hire contractor on the Archway Road widening scheme and when I saw what he was paying me and what he was charging the client I thought that is a business I would like to do one day. I always had the view as well that the more simple a business was the better, and recruitment is generally straightforward i.e. pay the temp, charge the client and collect the money on average 6-8 weeks later!

Our first big break came when we got a job to supply 50 men to the Sun Printer job in Watford for Wates Construction and we made 40% margins on this job and it lasted for 78 weeks, and that really put us on the map. There was a lot of luck attached to winning that particular contract so it just shows you that in business life you do need luck. Having said that the harder you work the luckier you get. So we started in labour hire, moved into construction white collar, then rail, then public sector, M&E, building services, secretarial and then medical.

Coyle Personnel is currently number 37 on the top 100 list of recruitment companies on its own merit and the Coyle/Mayday Group is now one of the top privately owned Recruitment Groups in the country.



ROGER STEWART

Rail, Public Sector, Business Development
and Trades & Labour Director



COMPANY DIRECTORS

I started with Coyles in 1999 as a resourcer when we only had a couple of employees in tiny little offices in Wealdstone. The culture of the business was very much the same then as it is now – work hard and you will be rewarded for it.

I was made Director of Rail, Public Sector and Business Development in October 2004 which was such a huge achievement for me after coming on as a resourcer and working my way up the company to reach getting my Directorship. I was also made Director of Trades & Labour in October 2016 and still feel as though your hard work is noticed as it was when I started in 1999.

The company is a great one to work for and I think you will all have a long, successful career at Coyles.



RICHARD BUTTON

Medical, Pro-Tec, Education, M&E
and Building Services Director



COMPANY DIRECTORS

After two years at Hays, I joined Coyles in 1999. There were only about thirty staff in the old Harrow office, opposite Wealdstone Station. Most of the Recruiters had significant experience and I learnt a lot about things like client development from them. With many big personalities in a confined space it could be loud, especially as far more client/ applicant communication occurred by telephone. We even had a trade press advert response phone line in my department, as applicants preferred to call rather than email. There was much less paperwork and financial reporting. Generally it was a really busy time and a motivated culture. Coyles offered great reward & recognition for achievement, and this has been an on-going feature.

The Chelmsford office opened around 2001 and within a couple of years there were about eight offices across the UK. The company definitely became more professional, in culture and administration. Growth has remained a constant theme during my time here. So whilst I started in Harrow in the Professional/ Technical Construction market, I've been able to enjoy building teams in other sectors, like Healthcare, and work out of several locations nationwide. Growth naturally creates career opportunity and was always interesting with new colleagues joining.



ANNA COOPER

HR and Operations Director



COMPANY DIRECTORS

I joined Coyle Personnel in April 2003 as PA to Kevin Coyle. After leaving school with not much to say for myself I took on a number of different jobs over the years to save up to travel the world. Upon returning to the UK and took up a temporary admin position as a site secretary through a company called Coyle Personnel.....I was then offered an interview for the role of PA to Kevin Coyle, and I'll be honest and say I only came for the interview as the job was a 20 minute journey from my house – no more commuting! That is without doubt one of my best decisions...

Being Kevin's PA I was his eyes and ears and very quickly had to learn a lot about the company, over the years I have seen the company grow across many different sectors, I've seen us survive through a recession and flourish in the good times. I really did find myself in a position of privilege to be able to work closely with Kevin and the board to see how things worked and I have always been eager to learn and I have listened intently to the goings on of the business, I ended up being given extra operational projects to work on alongside being Kevin's PA and from there I took on the HR role and developed a department and the rest as they say is history....

I am extremely proud to be a company director and I am passionate about engaging our staff and want the company to continue to grow. Although we are a big group, still being independently owned really gives a family feel to working here. It's great to be able to work for a company where hard work is rewarded and development and growth is encouraged.



CHRIS COYLE

Financial Director



COMPANY DIRECTORS

"I've always felt I've been involved with the business since a very young age. My sister, brother and I would come and work in the offices in our school holidays which we thoroughly enjoyed. There was some real characters back then which I'll tell you about one day!

I officially joined the business in September 2004 as a Trainee Accountant for Mayday Healthcare Plc. With Mayday being formed in December 2003 I have been very much part of journey to where it is now, with the highlight being the week we broke £1m Gross Profit!

My big passion is seeing new areas and new consultants thrive in the environment we have created. As a result of this we have numerous staff who have now been working within the group for a long time, some for over 20 years! There is a real attitude of work hard / play hard which I live by personally.

All the best with your career at Coyles and I look forward to meeting you in due course.

Attack the day!"



ASHLING COYLE

Director



COMPANY DIRECTORS

"I started off my career working as a production accountant for Endemol TV production followed by a couple of years working for the Daily Mail Group as an accountant before joining the family business. I am an accountant by profession but I am more interested in the sales side of business & building new teams in Coyle's. I would like to see the turnover Coyle's hit the £100M mark in the next year and the turnover of the group reach £500M in the next few years!

I want to start brand new divisions in Coyle's that we've never covered before and also assist with improving the processes & efficiencies across the group to ensure our sales are at the optimum level they can be.

I love that Coyle's is one big family. Everyone who works here has a brilliant work ethic but everyone also know how to have a lot of fun! A lot of our staff have worked here for over 20 years and they still love working for Coyle's which is something not a lot of companies can say. New ideas & suggestions are always welcomed and encouraged – we're always striving to make improvements & challenge our competitors and we'd really like your input so please let us know!"