

EMPLOYEE REFERRAL SCHEME

1.0 Introduction

Our success is a reflection of our people, so being a great business depends on us having great people. We are keen to reward our current employees for successfully introducing a new employee into the organisation.

2.0 Objective

To increase the fit between potential employees and the business, encourage applications from all areas of society and strengthen employee engagement with the business by rewarding existing employees who promote employment opportunities and encourage applications from friends and family.

3.0 Scope

This policy outlines the key terms and conditions of referrals to non contact centre vacancies within Serco, including criteria, exclusions and the referral process.

Any candidate referred will be subject to the usual recruitment process and will not receive any preferential treatment during the selection process.

4.0 Terms and Conditions

Referrals can only be made for non-contact centre roles on permanent contracts or fixed term contracts which are for more than 4 months and will be subject to completion of the probationary periods as set out in this document. Any referrals to contact centre vacancies will be subject to the Employee Referral Scheme in operation at that contact centre. Referrals are capped at a maximum of 2 referrals per employee in any 12 month period.

All rewards paid to the referring employee are met by the business unit that employs the successful candidate. All rewards are paid via payroll and are subject to tax and NI deductions and are non-pensionable.

Serco reserves the right to withhold payment and the scheme may be subject to change at any time.

4.1 Exemptions

It is our aim that as many employees as possible are eligible to be rewarded within this UK based scheme, with some specific exemptions:

- employees involved in the hiring/recruitment process for the specific role filled;
- employees referring individuals who will be working directly for them;
- referral of individuals already known to the organisation (e.g. previously engaged/employed ex-employee, ex-temporary worker, ex-contractor);
- employees working outside of the UK;
- contractors;
- temporary workers.
- any member of staff who could affect the outcome of a fair referral process

4.2 Amount of reward for successful referral

A financial reward (non-pensionable and subject to tax and NI) will be awarded at the following levels for up to two referrals in any 12 month period:

- Tier 1 (£250) for all general roles – a general role is any role that is typically easy to fill (e.g. volume roles) and does not require any specialist skills or qualifications;
- Tier 2 (£500) for professional roles – a professional role is a role that usually requires professional qualifications/accreditation and is typically a more difficult role to fill than Tier 1.
- Tier 3 (£1000) for leadership and ‘difficult to fill’ roles – e.g. to fill specialist roles, scarce skills or critical business vacancies. Tier 3 is at HR Director discretion and will be paid at 6 months completion of service;

The company’s decision on the level of financial reward is final. The referring employee, line manager and hiring manager will be notified by the recruitment team of the agreed financial reward based on the above criteria.

4.3 Payment of reward for successful referral

Payment will be made to referring employee upon the successful completion of 3 months (Tiers 1 & 2) and 6 months (Tier 3) service by the new employee, subject to the terms set out in this policy.

5.0 Referral Process:

5.1 How to Refer:

1. Go to www.serco.com/careers click on the vacancy, click on apply and click on ‘send to a friend’ button
2. Complete **Employee Referral Scheme - Form A** fully and send the form to the My HR Recruitment Team (myhr@serco.com) with the subject heading Employee Referral <Vacancy Ref Number>.
3. Your friend or family member should apply through the normal online recruitment process.

You will be notified at the appropriate time if the candidate has been appointed and the agreed financial reward for the referral, and again when payment is due (subject to the rules of the scheme).

The recruitment team will retain the referral document until the recruitment process is complete.

5.2 Processing a Successful Referral

Successful referrals will be processed once the referred candidate has commenced in post and returned their contract of employment and personal details form to My HR.

The recruitment team will complete **Employee Referral Scheme – Form B** and send this to the hiring manager and where appropriate HR for approval.

All referral payments must be approved by the Hiring Manager's Budget Holder and the My HR Recruitment Team before being sent to the referring employee's line manager for payment.

The recruitment team will send the form to the referring employee's line manager with the subject heading Employee Referral Payment <referring employee name> asking them to process the agreed level of payment at the appropriate time to the referring employee.

The referring employee's line manager should process the payment through their usual payroll process. This means the reward will be paid from the cost centre/WBS of the referring employee.

Please note that to process an employee referral payment through Payroll - which is subject to both tax and NI – a special or one off payment form must be also completed. Please enter the amount to be paid and quote the following “please process under pay element 1680 – Job Applicant Finder's fee” within the special payments section.

The recruitment team will provide the line manager of the referring employee with the cost centre/WBS number of the hiring manager. The referring employee's line manager will then be able to cross charge the amount to the hiring manager to reclaim the sum paid to the referring employee.

5.3 Processing of Unsuccessful Referrals:

Details of unsuccessful referrals will be retained by the Recruitment Team (including copies of forms A and B).

FREQUENTLY ASKED QUESTIONS

- Q: What if the candidate I have referred is selected for interview but doesn't get the job?**
A: You will only receive a payment if the candidate you referred is still successful in their application
- Q: Why can I not have the payment made immediately upon the candidate joining?**
A: Payment of the reward is dependent upon the candidate successfully joining and successfully completing 3 or 6 months employment with the company.
- Q: Can I refer multiple candidates for the same job?**
A: Yes
- Q: How many referrals can I make at any time, in the course of a year, etc?**
A: If you have already made 2 successful referrals in a year, any future referrals have to be approved in advance by your HR Director.
- Q: What happens if two people refer the same person?**
A: Referrals will be accepted by My HR on a first come first served basis. This will be based on the date the forms are received by the recruitment team. It is important that you complete the referral form and send it to myhr@serco.com as soon as you refer the individual.
- Q: What if I am expecting to receive my payment and it doesn't appear?**
A: You should discuss this with either your line manager, local HR representative or contact My HR (see contact details below).
- Q: Can Serco make a donation to a charity on my behalf rather than paying me the lump sum?**
No, however, you may chose to do so using the payment if you so wish.
- Q: What if the individual I refer leaves the business?**
A: You will only receive a payment if the candidate you referred is still successfully in our employment 3 or 6 months from their start date (depending upon the level of payment).
- Q: What happens if I successfully refer someone then leave the business before they have completed 3 or 6 months employment will I still qualify for the cash?**
A: No. If you are no longer on payroll then it is not possible to pay you the award.
- Q: Is the scheme open to contractors and/or temps working for Serco who successfully refer someone?**
No. The scheme is only open to UK based employees on the Serco payroll.
- Q: I am responsible for processing a payment to an employee. How will I remember when to process it?**
A: The My HR Recruitment Team will confirm at the appropriate time that the employee has successfully completed their probation period and will send you a reminder.
- Q: Whose budget does the payment get paid from?**
A: The award will be paid via payroll and therefore has to be paid from the cost centre of the person who has referred the candidate. This cost can then be cross-charged via journal to the cost centre/WBS of the hiring manager who is employing the referred candidate.

Q: Whose responsibility is it to journal the costs to the cost centre of the hiring manager?

A: You should follow your local procedure and/or speak to your local finance representative.

Q: My business had an existing referral scheme that has been replaced with this one. Why has it been changed?

A: We want to have consistency across Serco so that everyone is fairly rewarded for attracting talent and contributing to our success.

Q. I previously referred a role to a friend who was successful but I was not aware of the scheme can I still make a claim for payment?

No, Serco cannot accept retrospective claims for payment. To be eligible for payment the referral form must be completed and sent to the MyHR Recruitment team whilst the position is being recruited.

Q: Under my local referral scheme I got less than you're proposing, can I have a top up on what I originally got awarded please?

A: No. These payments are only applicable to referrals made within the policy and procedure of this current scheme.

Q: When is this scheme rolling out to outside the UK?

A: This is a UK scheme only and you should speak to your manager about any scheme within your division.

Q. I'm in a Joint Venture, am I eligible?

A: This scheme does not include those employed within joint ventures.

Q: My question isn't answered here - who do I talk to?

A: You should speak to either your local HR representative, or email/call My HR(see contact details below).

My HR Recruitment Team Contact Details:

myhr@serco.com

0845 000 6947

Related Documents:

Employee Referral Scheme Form A – form to be completed by referring employee

Employee Referral Scheme Form B – form to be completed by Recruiter and Hiring Manager

Payroll Special / One Off Payment Form – form to be completed by referee line manager to process payment