



Ask@ Team FAQs

What are the timesheet deadlines?

You will need to fill out your timesheet for the week that you have worked with all of your hours. You then need to ensure that your timesheet is authorised and sent to our Payroll department on the following Tuesday by 11am.

This can be via email or through your online web based timesheet system.

When do I get paid?

All salaries and remittances at SRG are paid on a weekly basis.

Payments are made a week in arrears and you should expect the money to hit your account on the Friday after the week that you have worked.

Your Payslip or Remittance is emailed to you on a Wednesday afternoon for you to check the amount that will be going into your account.

How do I ask for a Holiday?

Do you have enough entitlement to cover the leave you have requested? You can email ASK if you are not sure if you have?

Check with your line manager that the needs of the business will still be met if you take the requested leave.

Send us an email at ask@srg.co.uk requesting the dates you have had approved.

Once you have the above information, please ensure that you complete your time sheet accurately so that you can be paid correctly.

How do I notify you if I am unable to attend work?

Are you unable to come to work as you are unwell?

Please contact your line manager at least 30 minutes before the start of your shift via phone

Please contact Ask on 0333 323 2450 or email us at ask@srg.co.uk

Are you ready to go back to work?

Let all parties know when you return to work

Complete your time sheet for the days you were off sick accurately, so that you can be paid correctly.