



CONTRACTOR CHARTER

The most valuable asset of Autotech Recruit is its people.

For the most part, you work in safety critical environments and are highly mobile; moving from placement to placement, site to site, working for many different clients.

It is therefore essential that you are highly skilled but also have the knowledge and understanding required to carry out your work effectively, efficiently and safely, ensuring a high level of productivity is achieved.

The goals of this Contractor Charter are to:

- help ensure the competence of contract vehicle technicians and MOT testers that service Autotech Recruit and the automotive trade*
- emphasise the need for our contractors to work closely with Autotech Recruit consultants*
- promote standards and service quality that benefits our clients*
- reduce mistakes, injuries and incidences in the workplace and promote a good working relationship between Autotech Recruit and our contractors*
- develop and create an improved industry culture of training whilst also developing the workforce for the future*

By signing this Contractor Charter you will commit to the development of the contractor workforce and safeguard its competence now and in the future.

With best wishes,

*Simon King
Managing Director, Autotech Group*

1. THE CHARTER

We believe that customer satisfaction is an important part of any service. That's why we try to ensure that all our contractors work to the highest standards of customer service. Our Contractor Charter sets out the do's and don'ts whilst you are in a placement for Autotech Recruit.

This Charter is part of your agreement with us and failure to follow the Charter can potentially result in loss of earnings.



APPEARANCE

- Wear appropriate plain, unbranded work clothing at all times. For certain clients, a branded shirt and lanyard will be supplied by Autotech Recruit and, if required by the client, must be worn at all times.
- You must be dressed in a way that will keep you safe and looking clean and presentable.
- Clothing must be clean, in good condition and fit appropriately.
- Clean protective footwear must be worn at all times whilst working for clients.
- For safety reasons, all jewellery such as watches, rings, chains, etc. should be removed.
- Maintain good general personal hygiene and cleanliness.

ATTITUDE

- Bring pride, energy and enthusiasm to everything you do. You are representing our clients and their brand, Autotech Recruit and, more importantly, yourself.
- You should be respectful at all times towards colleagues, clients and their customers.
- Be friendly, interested and customer-aware at all times.
- Take pride in getting the job done right the first time and on time, whilst keeping yourself, colleagues and the public safe.
- All client's customers must be treated equally and with the highest level of customer service.

HONESTY AND TRANSPARENCY

- Act honestly in all dealings with Autotech Recruit, clients, customers and fellow contractors.
- Ensure you don't make any false or inaccurate statements about anything relating to Autotech Recruit or our client's business.
- Contractors will be informed of pay rates by Autotech Recruit consultants before completion of any contract agreement.

ETHICAL BEHAVIOUR

- Establish, maintain and develop business relationships based on confidence, trust and respect.
- Comply with all relevant legislation, statutory and non-statutory requirements and official guidance, including site rules and procedures.

SITE PRESENTATION

- The workshop may be visible to customers. It should be safe, clean and cared for at all times.
- The reception area is for customers. It must be kept clean, presentable and comfortable at all times.
- The rest room is for your use whilst on site. You should be as proud of it as the workshop - keep it clean and tidy.
- Customer toilets must be clean at all times. Please clean up after yourself and leave them how you would expect to find them yourself.
- Site Health and Safety policies must be adhered to at all times.
- Workshop floors must be kept free of hazards and old parts, which must be disposed of after each job in the correct manner.
- All equipment should be cleaned down at the end of each job and any faulty equipment reported to the manager or supervisor.
- Any broken or faulty equipment must be reported to the client and your Autotech Recruit consultant as soon as you become aware.
- All breaks, eating and drinking should take place in the rest room. Eating in front of customers is not permitted.

WORKING PRACTICES

- You must check-in through the Contractor Portal upon arrival to the client site on the start day of your contract placement. Unless you have already checked in, you will receive an automatic email reminder to check in 30 minutes before the placement is due to start.

If you are unable to use the Contractor Portal to check in, you must contact your consultant via call or text message before 8:30 am.

- When arriving at a contract, you must make the centre/dealer manager know you have arrived and wait for further instructions.
- Be safe, be respectful and follow clients' procedures for your protection and the protection of others.
- Treat the customer's car with respect and drive in accordance with the Highway Code, at all times. Fit seat covers, drive the car carefully on and off site, do not speed when road testing and be guided on and off ramps where necessary.
- You must only work on projects you have been trained, qualified or assessed as competent to do so.
- Only QC work you have been trained or assessed on and then follow the site's QC procedure in full.
- If assigned a clock number by Autotech Recruit, please use it, as this will be relevant to the client you will be working for.
- You should be present at work and ready to welcome customers by the times given by your consultant.
- Alcohol and drugs are not permitted on site of any of our clients, under any circumstances.
- Smoking and vaping must only be conducted in a designated area which will be established by the client when the contract starts.
- Personal calls must not be taken during working hours. If an Autotech Recruit consultant needs to contact you and you cannot answer your phone, we may call the site and ask to speak to you.



COMPLAINTS

· Should Autotech Recruit receive a complaint from a client because a contractor has failed to adhere to the terms of this Charter, Autotech Recruit reserves the right to terminate the contractual relationship. In any such decision to terminate, Autotech Recruit shall act in good faith and in compliance with any applicable law and will follow its own rules and procedures, including any right to appeal.

· You must alert your Autotech Recruit consultant in the first instance of any complaint or working issues you may have about any client of ours. We will deal with the complaint as best as possible and advise you of the outcome.

· If you feel you need to make a complaint about a client, a member of staff at Autotech Recruit or any of our processes, please call us on 01234 240503, email contractorcare@autotechrecruit.co.uk, or alternatively speak with your consultant.

· In the event that a complaint is made, Autotech Recruit shall co-operate with any investigation of that complaint and will adhere to the complaints procedure, as outlined on our website.

· Contractors shall provide reasonable assistance to any investigation under the Autotech Recruit complaints procedure, even if they are not the subject of that complaint.

THE AUTOTECH DAMAGE & BENEFITS FUND

As a contractor of Autotech Recruit, you will be asked to contribute to a Damage & Benefits Fund. This will be £1.50 for every day that you work via Autotech Recruit*.

There are two main purposes of this Fund:

1) TO COVER THE COST OF ANY DAMAGE CAUSED TO A VEHICLE OR CLIENT EQUIPMENT

· Where it can be demonstrated that your actions led to the damage, there will be a handling fee of 10% or minimum of £20 of the total damage payable by you.

· Autotech Recruit reserves the right to increase the percentage charged if you have more than one accident/incident/damage claim within a 6-month period or it is proven that a claim is caused by negligence.

· Any charge to be made over and above the standard 10% will be communicated to you prior to the charge being made.

· Our consultants would have explained this to you in detail at registration stage.

2) TO GIVE YOU EXTRA BENEFITS

The extra benefits are subject to qualifying period, terms & conditions and include:

· Advanced online training provided by Our Virtual Academy

· Access to technical data provided by HaynesPro UK, E3 Technical

· Free technical training

* By signing this Contractor Charter you understand and accept this condition of your registration with Autotech Recruit.



MOT STANDARDS AND COMPLIANCE

By agreeing to be an Autotech Recruit contract MOT tester, you agree to sharing with us your MOT annual training and assessment records, hereby giving us permission to share your annual assessment certificate and training records/logs with our clients that we contract you to. The reason for this is to provide transparency for the client and the DVSA for quality monitoring purposes.

As an Autotech Recruit contract MOT tester you must ensure you have access, adhere to and keep up to date with DVSA official documentation and information.

VEHICLE DAMAGE/POOR WORKMANSHIP

You must report the incident to the client in the first instance and advise your Autotech Recruit consultant at the next suitable opportunity. Failing to disclose an accident/damage will result in the contractor being liable for full costs.

You will be required to fill in an Autotech Recruit Accident Form located on our website and send it in to your consultant, within 48 hours of the incident occurring, explaining all details and showing images where possible.

2. OUR PLEDGE TO YOU



WELCOME

Our consultants will send you a welcome email shortly after your registration file has been activated on our database. This is to confirm the company processes and to advise what happens next. Once fully registered with us, you will receive a Welcome Pack to your home address.

CONTRACTOR HANDBOOK

Each contractor registering with Autotech Recruit receives a copy of our Contract Work Handbook. In this handbook you will find everything you need to know about contracting for us. If you have any problem, refer to this handbook and if the answer you need is not to hand, contact your Autotech Recruit consultant.

APPOINTED CONSULTANT

Every contractor of Autotech Recruit is appointed a personal consultant, who is available to deal with any queries that you may have. You will receive a call from your consultant within 24 hours of you receiving your welcome email, who will provide any initial information that you may need. You can get in touch with your consultant by calling them directly, text message or email. In the event of an emergency, if you are unable to get hold of your consultant then please call the Autotech Recruit office landline on 01234 240503.

BOOKING WORK/AVAILABILITY

Autotech Recruit consultants will offer you a booking over the phone when a contract becomes available. If they are unable to get hold of you, they may send a text message or

email advising you of an available booking. Let your consultant know at the earliest convenience if you can fulfil the contract or not. Better still, ensure your availability is kept up to date on the Contractor Portal so we can plan your placements as best as we can.

PHONE CALLS

We realise how frustrating call centres can be so at Autotech Recruit, a 'real' person always answers the landline phone. When calling your consultant on their mobile, they may be on another call, so leave a voicemail or send a text message and your consultant will call you back at their earliest convenience.

COMMUNICATION

We understand everyone is busy, but your consultant will keep in regular communication with you. Keep them informed when any problem arises, let them know your availability on a regular basis and try to return any phone calls at your earliest convenience. We will then have a more accurate idea as to what contracts you can fulfil.

TIMESHEETS

Your timesheet must be received by Monday, 9 am for work the previous week, correctly and clearly filled in for you to be paid on time. If the timesheet has not been received at timesheets@autotechrecruit.co.uk by 9 am on Monday, this will delay your payment.

Autotech Recruit will advise if there are any issues with your timesheet that may delay payment. These can be amended or corrected and resent to us. If a timesheet is submitted late, a £25 admin fee will apply if you want to be paid the same week.

PAYROLL

Upon registration with Autotech Recruit, you were asked to choose how you wished to be paid out of these three options:

1. Via your limited company
2. As a sole trader
3. Via an umbrella payment company

LIMITED COMPANY

Autotech Recruit welcomes the registration of contractors that are trading as a **limited company**. We will require copies of all of your **limited company** documents and you will be required to complete a self-bill agreement annually. We will charge you £1.50 a day for the Damage & Benefits Fund, but otherwise, we will pay the full amount you earn directly into your business bank account.

SOLE TRADER

If you choose to work as a sole trader, we will require you to register with the Guild, which acts as an intermediary between yourself and us. They will charge you a weekly fee of approx. £21.50, but otherwise you will receive the full amount you have earned into your personal bank account.

Limited company contractors and **sole traders** are required to provide us with evidence of public liability insurance (this policy will normally cost you around £200 per annum).

Limited company contractors and **sole traders** may be able to claim expenses against your business costs. You should seek the advice of an accountant to confirm what you can claim as business expenses.

UMBRELLA COMPANY

You can opt to be paid via an **umbrella company**. You submit your timesheet to us as normal and the umbrella company will arrange everything else, including your insurance. You will be paid by the umbrella company weekly and they will charge you a weekly fee that includes our Damage & Benefits Fund.

Umbrella companies generally no longer allow expenses. If you are a **sole trader** or **limited company** contractor, you can discuss what expenses you can claim with your accountant.

Please note that as a **limited company** or **sole trader**, you can expect to take home 75-80% of your pay on a contract, compared to 60-65% via an **umbrella company**. If you are solely a vehicle technician with no MOT tester license and intend to work full time hours, you may find working as a limited company or sole trader more beneficial.

Providing we have received your timesheet by 9 am on Monday, you will be paid (plus VAT, if applicable) directly to the relevant bank account on that Friday.

The £1.50 a day Damage & Benefits Fund cost will be deducted before you receive your pay into your bank account.

If you believe that there are any problems with your pay, you can contact Autotech Recruit directly to resolve any issues.

OUR GUARANTEE TO YOU

Autotech Recruit will strive to meet the level of standards set out in this Charter. If you believe there are times when these are not being adhered to, please contact your Autotech Recruit consultant so we can investigate and act accordingly.

3. DATA PROTECTION (GDPR)

Autotech Recruit provides work finding services to both candidates and clients as part of our business. We process personal data in order to be able to provide these services. We need to check the identity of candidates, your right to work and qualifications as well as process pay and manage entitlement to certain statutory rights. It is in the legitimate interests of all parties involved – us as the recruiter, the work seeker and the client – that Autotech Recruit can process personal data.

Autotech Recruit uses RDB ProNet to keep your personal documents secure. This system keeps your information secure and facilitates compliance with the Data Protection Act 2018.



SIGNATORIES

Please sign and return this document to us as an acknowledgement that you have read and understood the rules and procedures outlined in the Autotech Recruit Contractor Charter and agree to abide by them.

A handwritten signature in black ink, appearing to read 'S King', written over a horizontal line.

.....
SIMON KING
MANAGING DIRECTOR
AUTOTECH GROUP

.....
REGISTERED CONTRACTOR'S
PRINTED NAME

.....
REGISTERED CONTRACTOR'S
SIGNATURE

.....
DATE