



Contract Work Handbook



Autotech Recruit

TEMPORARY | CONTRACT | PERMANENT

We keep workshops running

This brochure will provide you with essential information about contracting with Autotech Recruit.

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Introduction

Welcome and thank you for registering with Autotech Recruit. We are pleased you have decided to join the leading automotive recruitment agency in the UK supplying technical staff to the motor industry.

If you have worked with us before, we are delighted that you have chosen to do so again, and we thank you for your loyalty.

If you have never worked through Autotech Recruit, we hope that you will find our service of the highest quality, and our staff extremely friendly and professional. Should you have any questions please do not hesitate to contact us at any time. We never forget that we owe our past success and continued growth to the hard work and commitment of contractors like yourself.

Our Contract Work Handbook includes useful information and should be kept as a handy reference document. We trust you will have all the information you will need in this booklet and enjoy your time with us.

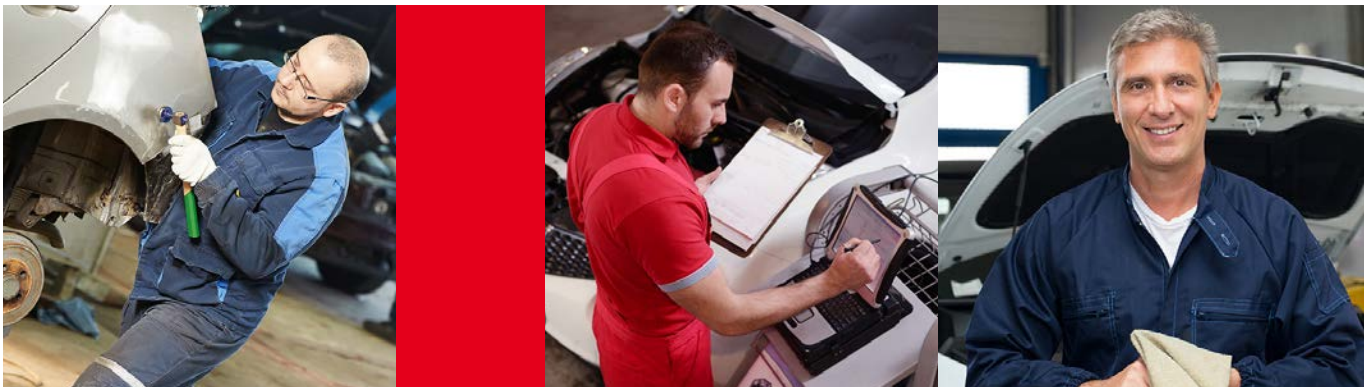
What We Do

Autotech Recruit is an automotive recruitment agency specialising in contract work for MOT Testers and Vehicle Technicians.

We supply qualified temporary staff to national retail groups, independent garages, main dealer groups and government organisations. Our current clients include BMW, Volvo, Ford, VW Commercial Vehicles, Kwik Fit, Halfords, Micheldever, Vindis Group, Vantage Group, Evans Halshaw, as well as borough councils, local police forces and many more.

We can assist you with temporary work for whatever suits your needs: for days, weeks or months at a time. Whether you are an established contractor, in full-time permanent employment, but available on ad hoc weekends only or during holidays, or unemployed, we can help you utilise your skills to maximise your earnings.

In addition to our temporary recruitment services, we also offer permanent vacancies on behalf of our clients. Our skilled recruiters have the industry expertise to ensure we match the right candidates to roles which fit their skill set and requirements, quickly and efficiently. So if you're interested in permanent role, let us know as we may have something to suit you!



How It Works

At Autotech Recruit we work in a fast-paced, flexible environment. We continue our success with the help of individuals like you, fulfilling the short-term requirements for our clients. We receive contracts from some weeks in advance through to requirements for the same day, and our aim is to provide cover for our clients each time.

Once you are fully registered with us and, for those who are not a limited business, you are signed up to a payment company, we can then contact you regarding contracts that will suit your particular circumstances.

We try to keep you as close to home as possible, but in a situation when contract work is not available near where you live, we will offer you assignments a bit further out, providing you are willing to travel. The further out you go, the higher the pay rate will be and more work will be and more work will be available to you.

Designated Consultant

You will be contacted by your consultant who looks after the area you live in. They will be your contact for as long as you work with Autotech Recruit. All of our consultants are highly experienced both within the recruitment sector and the motor trade.

You can expect your consultant to call you within 48 hours from completing your registration. This informal chat will consist of your area consultant introducing themselves and getting to know you and your background a little better. They will also ask for your availability for the next few weeks and log it on their system. They will gauge the distance in which you are prepared to travel for work and the sort of work you are willing to carry out.

Should you have any issues or questions regarding your work placements, your consultant will be the one who you contact in any situation (for example, if you are sick when due to be working or cannot make it last minute, and also for any problems whilst in work). We understand that sometimes unforeseen circumstances occur. All we ask is for you to let your consultant know by 7:30 a.m., so that we can make alternative arrangements with other contractors and not let our clients down.

Your consultant will call you regularly to get your updated availability and offer you work as and when available, so save their number to your phone!

Contract Agreement

Pay rates are agreed upfront with your consultant when agreeing to each job. When you are offered work, a contract confirmation will be sent to your email address confirming the name of the client and general information. If you see anything that comes as a surprise, contact us and we will explain or send out an amended version.



By accepting each contract you agree to adhere to the stipulations regarding an Autotech Recruit contract placement. If you do not adhere to these, your payment may be delayed.

As soon as you accept a contract, it will be confirmed to you by e-mail. You are expected by both Autotech Recruit and the client to fulfil the contract in full.

When you accept a contract we confirm with our client that there will be cover. The client will then book in work knowing they have resource allocated. All we therefore ask is for you to be honest with us and yourself: if you cannot fulfil the contract fully, or if it is logistically too far or the work duties are not for you, we would prefer you to say 'no' and decline the contract rather than accept it only to change your mind later which would result in us letting down our client. When a contractor does not show up or is late for a day's work, not only does it affect our client's business, but it has a direct impact on the service we offer and potential future contracts, which in turn directly affects our contractors (yourself included). It also takes work away from other contractors who would have been able to complete the contract.

Each allocated working day, unless otherwise stated, consists of a guaranteed 8 hours from the start time specified in the contract confirmation sent to you.

When work is accepted, we do expect our contractors to turn up to carry out the job to the best of your ability. We expect for you to turn up on time, be dressed appropriately and have the correct equipment to get the job done, i.e. relevant tools, MOT user ID/ PIN number and protective clothing.

Once you start any new contract or at the beginning of every new week, you must contact your consultant by the start time to let them know you are in work. This can be in form of a phone call or text message. If you do not make this contact, it may be taken as you are late, which in turn may affect your pay.

We endeavour to do everything we can so that our clients do not change the requirements of a contract, but on rare occasions certain contract details may change. Typically, any changes to a contract will be notified by Autotech Recruit, but if any of these changes have been advised by a client (i.e. Branch Manager or Assistant Manager), we ask for you to let us know immediately and remain on site until we confirm the change of requirement. Rest assured in these circumstances you will still be paid for your time on site.

Client Information

When offered work by your consultant, you will be told who the client is and any relevant information you may need to know before the job starts. For certain customers, a required shirt is to be worn, which we will send out to you. There may also be a handbook for individual clients, which you will be sent a copy of to read through beforehand.

Contract confirmation example:

Dear xx,

Please find full contract details below:

Role: MOT Tester

Pay Rate: £xx per hour (min 8 hours per day)

Dates and Times:

26/09/2018 Wednesday 08:00-17:00 Day

27/09/2018 Thursday 08:00-17:00 Day

Company Work Address: Name and address of Client

Contact Name: Client contact, e.g. Branch Manager

Contact Tel.: Client contact telephone

DVSA User ID: Your MOT service ID

The contract we send to your email address on the agreement of any work will show you client and branch details. Opening times for the majority of our customers fall between 8 a.m. and 6 p.m. and we guarantee a minimum of 8-hours work a day.

The branch address will be stated beforehand, so please familiarise yourself with this location before setting off for work on your first day - you don't want to be late!

When you begin work, please understand that these are our clients and you are representing Autotech Recruit while you work there. We expect our contractors to undertake any work assigned to them within the parameters of what is expected.

If you feel you are being asked to complete work that is not within your remit or have any problems at a branch, please call your consultant at the first opportunity. We will then endeavour to investigate the problem and get back to you. Our clients are important to us, but equally, so are our contractors and we always aim to look after you in the best way possible.

Notifying Us in Case of Any Issues with Fulfilling the Contract

You must contact Autotech Recruit should you be unable to meet the agreed requirement for whatever reason. Please see specific details below:

- **Non-attendance on site**

YOU MUST contact your Autotech Recruit consultant or call the office landline by 7:30 a.m. on the day of the contract if you will be unable to attend site on that day. If you're unable to speak to a consultant, you need to leave a message.

- **Running late**

YOU MUST contact your Autotech Recruit consultant if you are not going to make it to the site by the specified start time.

- **No requirement from client/asked to leave**

If, when turning up to site, you are told by the client that you are not needed or asked to leave, YOU MUST contact your Autotech Recruit consultant before leaving.

- **Leaving early**

If the client agrees to let you leave site early you need to make them aware that you have been contracted for a minimum of 8 hours and therefore are prepared to stay at site for that time. If the client is still happy for you to leave early then they should be prepared to sign off 8 hours for that day on your timesheet.

Contractor Code of Conduct

Autotech Recruit is committed to providing excellent service.

To ensure that we achieve this, we require that all our contractors adhere to the standards set out in our *Contractor Charter*.

Appearance

- Wear appropriate plain, unbranded work wear 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.
- 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.
- You should be respectful at all times towards customers and colleagues alike.

Honesty & Transparency

- Act honestly in all dealings with Autotech Recruit, clients, customers and fellow contractors.
- Not knowingly make a false or inaccurate statement, mislead or otherwise allow those with whom it deals to operate, with a false impression of anything relating to the business.
- Pay rates must be fully disclosed to contractors and freelancers 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.

Centre Presentation

- The workshop is the client's pride and 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 clean, presentable and comfortable at all times.
- The crew 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.
- Centre 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 your Autotech Recruit consultant as soon as you become aware.
- All breaks, eating and drinking must be done in the rest room. Eating in front of customers is not permitted and smoking, in most cases, is only permitted in the designated areas only.

Working Practices

- If you are on the first day of a new contract or it is the start of the week, you must let your consultant know that you have arrived via call or text message before 9 am. If no text message

has been received and no call made, your consultant will try to call you and if unsuccessful, will call the client where you are due to arrive.

- 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 to 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. Always, where possible, have your work checked by a qualified colleague.
- Only QC work you have been trained or assessed on and then follow the QC procedure in full.
- If assigned a clock number by Autotech Recruit, please use it, as this will be relevant to the client in which you will be working for.
- You should be present at work and ready to welcome customers at the times given by your consultant at Autotech Recruit.
- Alcohol and drugs are not permitted on site of any of our clients, under any circumstances.
- Smoking must be conducted in a designated area which will be established 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 branch and ask to speak to you.

Timesheets

At the end of every contract, whether it be for one day or a full week, you will need to fill in a timesheet. If you are booked in to the same place for more than one week, a timesheet will need to be sent into us at the end of every week.

A copy of a blank timesheet will be sent to you by your consultant and we advise that you print off a few copies to keep on you. You can also download all forms required from our website.

When submitted, the timesheet will need to clearly show your name, the company and branch name, the week ending date (Sunday's date) and the number of hours you have worked. For MOT Testers, the number of MOT tests carried out will also need to be recorded on the timesheet.

Once filled in, your timesheet will need to be presented to the branch manager for sign off. Please make sure they thoroughly check it before they sign it. All of our clients are required to provide at least 8 hours of work a day so any day that shows less than 8 hours recorded against it will be questioned by your consultant.

Timesheets need to be completed clearly and accurately for us to accept them. We then require them to be emailed into Autotech Recruit at timesheets@autotechrecruit.co.uk. Alternatively, they can be faxed in to 0871 522 7886. This can be done directly from branch but please ensure the fax does not fail so stay with it until fully sent. Please ensure the copy is the correct way round, in one piece, clean and in handwriting that is legible.

If we do not receive your timesheet by 9 a.m. Monday morning, it will result in delayed payment for that week. As soon as it is signed, send it over to us - do not delay!

If your timesheet is received correctly and accurately, we will text or email to confirm it has been received and you will be paid the following Friday (Autotech Recruit pays weekly, every Friday) either directly into your bank from Autotech Recruit (limited businesses) or your chosen payment company. If we have a query with a timesheet, you will be contacted by us on Monday to advise you.

Please see below an example of a correctly filled timesheet:



TIMESHEET

PLEASE FAX TIMESHEET TO: **0871 522 7886**
OR EMAIL TO: **TIMESHEETS@AUTOTECHRECRUIT.CO.UK**

Contractor Name: Week Ending:
(Sunday's Date) D D M M Y Y

NOTE TO CONTRACTOR: The days/hours below reflect accurately the work performed and will be used for invoicing and as such must be signed for by Client and Contractor below.

Enter hours worked per day to nearest half hour (whole hour in left box, half hour in right, eg. .
You must enter total number of hours at end, eg. .

Rates	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Hourly	<input type="text" value="8"/> <input type="text" value="0"/>	<input type="text" value="8"/> <input type="text" value="0"/>	<input type="text" value="8"/> <input type="text" value="0"/>	<input type="text" value="8"/> <input type="text" value="0"/>	<input type="text" value="8"/> <input type="text" value="0"/>	<input type="text" value="8"/> <input type="text" value="0"/>	<input type="text" value="0"/> <input type="text" value="0"/>	= <input type="text" value="48"/> <input type="text" value="0"/> Hours

Please enter the number of MOTs/retests completed on each day.

Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
<input type="text" value="4"/>	<input type="text" value="9"/>	<input type="text" value="7"/>	<input type="text" value="4"/>	<input type="text" value="10"/>	<input type="text" value="9"/>	<input type="text"/>	= <input type="text" value="43"/>

NOTE TO CLIENT: Your signature below shall indicate agreement and satisfaction with both the amount and standard of work, and shall constitute an undertaking to pay in accordance with Autotech Recruit Ltd. Standard Terms of Business unless agreed otherwise in writing.

<u>AUTO GARAGE</u> Company (Branch)	<u>B.White</u> Client Authorisation Signature
<u>08/06/2014</u> Date	<u>BARRY WHITE</u> Client Authorisation Name (Print)

<u>JSmith</u> Contractor Signature

All timesheets **MUST BE** received no later than 9am on Monday following the end of the week worked, in order for payment to be processed for that Friday. All **EXPENSE FORMS MUST BE** submitted directly to your umbrella payment company according to their deadlines for receiving such information.



Payroll

At Autotech Recruit, we pay our contractors via an umbrella payment company (if you are registered as a limited business, please see section: [Limited Business](#)).

The umbrella payment company acts as an employer to agency contractors (including sole traders), who work under an assignment (contract). It issues invoices to the recruitment agency and, when payment of the invoice is made, will typically pay the contractor through PAYE with the added benefit of offsetting some of the income through claiming business incurred expenses, such as travel and subsistence. The umbrella payment company also offers extra services such as liability insurance cover (covering injury to yourself or others), holiday pay accruals and pension schemes.

The umbrella payment company provides payroll on behalf of the contractor, pays all social contribution and tax payments (PAYE) and National Insurance returns, so you don't have to worry about them! Wage slips will also be issued directly to you via email or an online portal.

The umbrella payment company also manages contractors' Damage & Negligence Deductions to cover the cost of any damage caused to a vehicle or customer equipment.

The umbrella company processes timesheets received from Autotech Recruit, so it is of the highest importance that we receive your timesheet on time and completed correctly or this may cause a delay with payment.

Our preferred umbrella payment company contact details:

Exchequer Solutions

Address: 1st Floor, The Exchange, 1 St John Street, Chester, CH1 1DA

Opening hours: Mon-Fri: 08:00 a.m. - 05:30 p.m.

Telephone: 01244 500195

Email: info@exchequersolutions.co.uk

Expenses

Expenses can be offset against tax by all of our contractors whilst working in a temporary contract, but there are some rules about what you can claim. When you wish to put in an expense claim, contact your umbrella payment company for details on how you submit receipts to them.

Receipts must be kept for all expenses.

Expense claims are a tax relief only. This does not mean you get the full cost of mileage and subsistence back in your pay packet. Expenses are offset against your tax meaning you get taxed on a smaller amount of money. Your umbrella payment company will explain this in more detail.

Mileage

Mileage expenses can be claimed for business-related travel including to and from your home to your place of work. The car must be insured for business use and will be subject to the 24-month rule below. The following rates are applicable at the time of this publication.

Vehicle Type	First 10,000 business miles	Over 10,000 business miles
Car	45p	25p
Motorbike	25p	24p
Cycle	20p	20p

Subsistence

Keeping receipts for any meals you have during the working day is essential to be able to claim them as an expense. A meal allowance can be claimed on the following basis:

- **One meal**

Up to £5.00 may be claimed if you have been away from home for at least 5 hours a day (but less than 10 hours) and have incurred the cost of a meal.

- **Two meals**

Up to £10.00 may be claimed if you have been away from home for at least 10 hours a day and have incurred the cost of meals.

- **Breakfast**

Up to £5.00 may be claimed if you leave home earlier than usual (on an irregular basis only), before 6 a.m. and a cost for breakfast is incurred after leaving the home. If you usually leave home before 6 a.m., this breakfast rate will not apply.

Payments are limited to three meal rates per 24-hour period. A meal is defined as a combination of food and drink and would take a normal dictionary meaning. Only pre-packaged food or a prepared meal purchased after you have left the home, for the working day, will qualify.

Rail, Bus, Taxi, Air Travel and Parking

Rail, bus, taxi and air travel to and from your place of work can be claimed. However, these receipts will be required. Parking costs can also be claimed at the most economic rate. Again, receipts are required.



Damage & Negligence Deductions

As a contractor of Autotech Recruit, you will be asked to contribute towards *Damage & Negligence Deductions* to cover the cost of any damage caused to a vehicle or customer equipment.

This will be a charge of £1.00 for every day that you work via Autotech Recruit and is managed by an umbrella company/payroll provider. Autotech Recruit will also pay into this pot, matching the £1.00 a day that our contractors are paying.

If the pot has to be accessed because you damaged a vehicle or piece of customer equipment, there will be a handling fee of 10% of the total damage cost to you. Our consultants will explain this process in detail at registration stage.

Limited Business

Autotech Recruit welcomes the registration of contractors that are working as a limited business.

You will be asked to register your details with our designated payroll provider, who manage our payroll, and subsequently, submit your invoices directly to them.

Upon your registration with Autotech Recruit, in addition to the normal documents required, we will have needed to see a copy of the following:

- Limited business name and registration number
- Limited business bank account details
- Voided cheque of the limited business's bank account
- Proof of Public Liability and Professional Indemnity Insurance

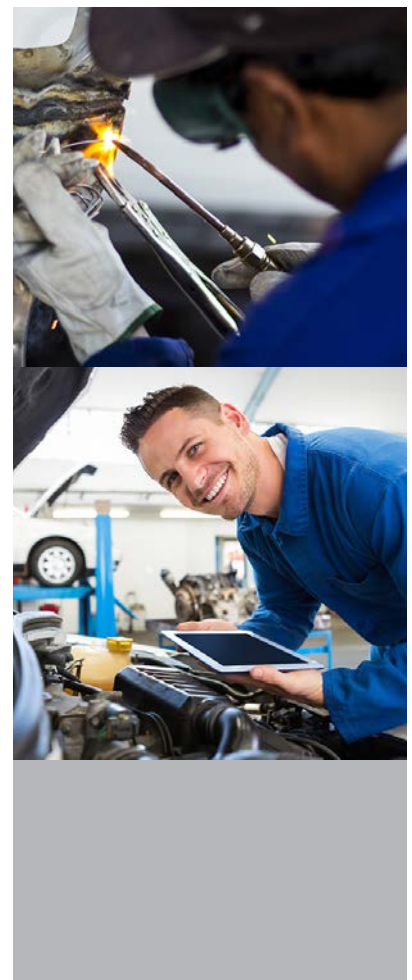
The payroll company also manage contractors' *Damage & Negligence Deductions* to cover the cost of any damage caused to a vehicle or customer equipment, which you will be required to contribute to (please see section: [Damage & Negligence Deductions](#))

To ensure there's no delay in receiving your payment, make sure you send your timesheet to Autotech Recruit and your invoice to the payroll provider on time.

Complaints Procedure

We pride ourselves on our contractor care and will do what it takes to keep you happy working for Autotech Recruit.

However, 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 contact us on 01234 240503, via email at hello@autotechrecruit.co.uk or alternatively, speak with your consultant. We will investigate every complaint that may arise and endeavour to solve the issue at the first opportunity.



Accidents

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Accidents are exactly that - an accident! If an accident occurs on site whilst you are contracting for Autotech Recruit, you MUST contact us at the earliest and safest opportunity. Whether you are directly responsible or indirectly involved, take down as many notes as possible and, if necessary, take pictures where applicable.

You may be asked to fill in an accident report at some point and these items will come in handy in these instances.

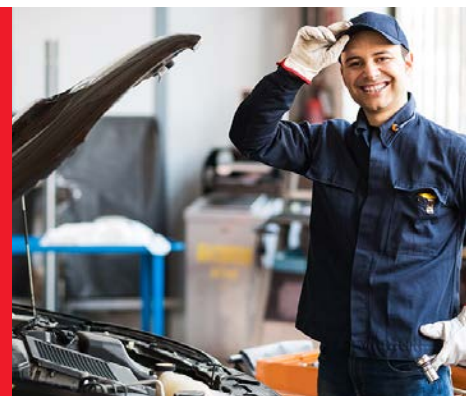
Contractor's Newsletter

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By registering as an Autotech Recruit contractor, you will automatically be signed up to our Contractor's Newsletter distribution list. The newsletter is sent out on a regular basis to an email address you have provided us with and contains useful information about the sectors we operate in as well as relevant company news.

However, if you wish to opt out from receiving the newsletter, you can do it at any point by sending us an email to marketing@autotechrecruit.co.uk.

Thank you for choosing
Autotech Recruit!

We hope you enjoy
working with us!





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