

CONTRACT WORK HANDBOOK



Autotech Recruit

TEMPORARY | CONTRACT | PERMANENT

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.

If you have worked with us before, we are delighted that you have chosen to work with us again.

If you have never worked with Autotech Recruit, we hope that you will find our service of the highest quality and our staff 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 success and continued growth to the hard work and commitment of contractors like you.

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

WHAT WE DO

Autotech Recruit is an automotive recruitment agency specialising in contract and permanent work for vehicle technicians and MOT testers.

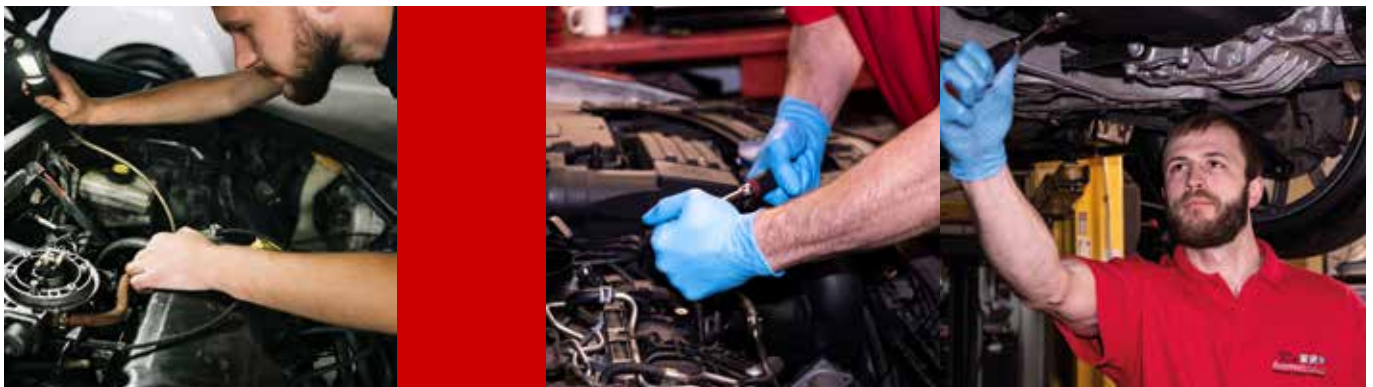
TEMPORARY

We supply qualified temporary technical staff to national retail groups, independent garages, main dealer groups and government organisations. Our current clients include BMW, Volvo, Ford, VW Commercial Vehicles, SEAT, Kwik Fit, In'n'Out, Robins & Day, Vantage, Carbase, Stratstone, as well as borough councils, 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.

PERMANENT

In addition to contract work, we can also offer you permanent employment options. Our skilled recruiters have the industry expertise to ensure we match you to the right role which fits with your skill set and requirements, quickly and efficiently. So if you're interested in a permanent role, don't hesitate to let us know as we will be able to quickly find you one that suits you.



HOW IT WORKS

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

Now you are fully registered, 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 away, providing you are willing to travel. The further you go, the higher the pay rate will be and the greater amount of 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. During this informal chat your area consultant will introduce themselves and get 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 you are prepared to travel for work and the sort of work you are happy to undertake.

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 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 am, 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, 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 and accept 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.

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 ask is for you to be honest with us and yourself; if you cannot fulfil the contract, 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 expect our contractors to turn up to carry out the job to the best of their 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, protective clothing and spare timesheets.

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 either a phone call or text message. If you do not make this contact, it may be taken that you are late, which in turn may affect your pay.

We do everything we can so that our clients do not change the requirements of a contract but, on rare occasions, certain assignment details may change. Typically, any changes to a contract will be notified by Autotech Recruit. However, 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 clients, a branded 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.

The contract confirmation email will show the client's name and branch details. Opening times for the majority of our clients fall between 8 am and 6 pm and we guarantee a minimum of 8 hours work a day. Please familiarise yourself with the location of the contract before setting off

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

for work on your first day - you don't want to be late!

When you begin work, please remember 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, 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

You must contact Autotech Recruit should you be unable to meet the agreed assignment 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 am on the day you are unable to attend site. 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 the premises.

- **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 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, clients and colleagues alike.

HONESTY & 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 must 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.

WORKPLACE 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.
- 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 the client and 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.

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 9.00 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.
- 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 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 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.

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 by you to the 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 site 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 9:00 am Monday morning, a late fee will apply and it may result in delayed payment for that week. So, as soon as it is signed, send it over to us - do not delay!

If your timesheet is received correctly and accurately, you will be paid the following Friday. If we have a query with a timesheet, you will be contacted by us on Monday to advise you and discuss the query.

Please see below an example of a correctly filled timesheet:



Autotech Recruit
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Autotech Recruit
3 Mercers Manor Barns
Sherington, Newport Pagnell
Buckinghamshire
MK36 9RU
Phone: 01234 240565

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. 8.5).
You must enter total number of hours at end, eg. 48.5.

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" value=""/>	= <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.

AUTO GARAGE
Company (Branch)

08/06/2014
Date

B.White
Client Authorisation Signature

BARRY WHITE
Client Authorisation Name (Print)

J.Smith
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.

AHTS12017 sample

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 our contractors (including sole traders) and it pays them through PAYE with the added benefit of offsetting some of the income through claiming business incurred expenses, such as travel. 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 a payroll service for 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 client equipment. This would have been explained to you at registration stage (refer to **DAMAGE & NEGLIGENCE DEDUCTIONS** section).

The umbrella company processes timesheets received from Autotech Recruit, so it is of the utmost importance that we receive your timesheet on time and completed correctly.

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: 8:00 am - 5:30 pm
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 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) by contractors performing certain job roles. 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



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 client equipment.

This will be a charge of £1.00 for every day that you work for Autotech Recruit and is managed by an umbrella company/payroll provider. Autotech Recruit also pays into this pot by 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 client equipment, there will be a handling fee of 10% payable by you of the total damage cost.

For full details about *Damage & Negligence Deductions*, please refer to the Contractor Charter.

LIMITED BUSINESS

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

By now, if you are a limited company, you would have registered your details with our designated payroll provider. This is who you submit your invoices to.

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

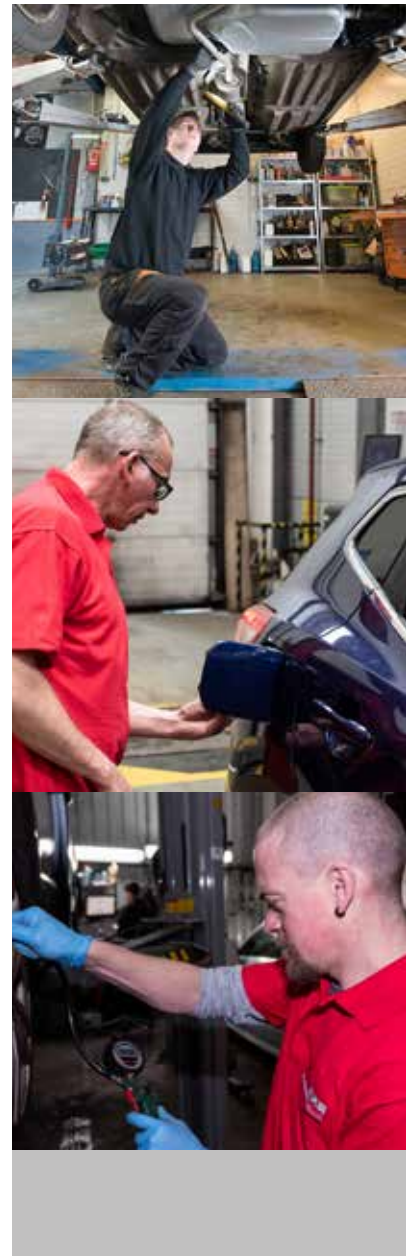
- Limited business name and registration number
- Limited business bank account details
- Proof of Public Liability and Professional Indemnity Insurance

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

DISCOUNTS ON TRAINING COURSES

We work in partnership with carefully selected training organisations and awarding bodies offering the best MOT and technical training, including Electric and Hybrid Vehicles, MOT Test Centre Management, MOT Tester, Transmission Systems and many more. For the full list of training courses visit autotechrecruit.co.uk/training.

Along with a 0% finance option, we are also proud to offer significant discounts on all of the courses to our registered contractors. For more information please email training@autotechrecruit.co.uk.



DEDICATED CONTRACTOR CARE TEAM

If you find yourself wanting to speak to someone other than your usual Autotech Recruit contact, whether to praise, complain, give suggestions or simply ask some questions, we now have a dedicated Contractor Care Team, whose role is to ensure you are all happy and satisfied contracting for Autotech Recruit.

If you ever want to speak to our Contractor Care Team, please don't hesitate to contact them on contractorcare@autotechrecruit.co.uk.

COMPLAINTS PROCEDURE

We pride ourselves on our contractor care and will do what it takes to keep you happy when 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 call us on 01234 240503, email contractorcare@autotechrecruit.co.uk, or alternatively speak with your consultant.

We will investigate your complaint and endeavour to solve the issue at the earliest opportunity.

ACCIDENTS

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. A copy of the accident form is available to download on our website.

REFERRAL SCHEME

We believe that our contractors know many other good and experienced vehicle technicians and MOT testers, which is why we have put in place a referral scheme.

Do you have a friend or family member looking for employment? If you think they have what it takes to become an Autotech Recruit contractor, recommend them to us and if the referral is successful, **you can earn £250 worth of vouchers of your choice.**

For full terms and conditions of our referral scheme, please visit www.autotechrecruit.co.uk/refer-friend or speak to your consultant.



KEEPING IN TOUCH

Although our contract vehicle technicians and MOT testers are not technically employed by Autotech Recruit, we see our community of contractors as an integral part of our company and we keep them updated through newsletters and social media.

CONTRACTOR'S NEWSLETTER

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 and contains useful information 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.

SOCIAL MEDIA

We encourage our contractors to follow us on social media platforms, including Facebook, Instagram, Twitter and LinkedIn.

We also run a Facebook group called '*MOT Testers & Mechanics Hub*', which is a great place for conversation and exchange of tips and news between MOT testers and vehicle technicians! Feel free to join it and use it for asking for advice and sharing any helpful information with your fellow contractors. It could be anything from tips about recommended accommodation to posting useful links.





AUTOTECH RECRUIT CONTRACTORS PAY LESS FOR TRAINING

Along with a 0% finance option, we are proud to offer you significant discounts on training courses delivered by our division, Autotech Training:

- Electric and Hybrid Vehicle
- MOT Manager
- MOT Tester
- Transmission Systems
- Steering and Suspension

For more information email training@autotechrecruit.co.uk or visit autotechrecruit.co.uk/training.



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AUTOTECHRECRUIT.CO.UK

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