



Part of Autotech Group

CONTRACTOR **CHARTER**

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Introduction

Autotech Recruit's most valuable asset is its people. For the most part, you work in safety critical environments and are highly mobile; moving from project to project, site to site, working for many different customers and employers.

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

Clients, contractors and the general public need to have confidence in your abilities whether you are a fully qualified technician or an apprentice.

This Contractor Charter gives you, our contractor, the opportunity to commit to the development of the contractor workforce by signing a pledge that will ensure the competence of our workforce now and for the future.

The objective of the Contractor Charter is to protect and promote the interests of our professional contractors.

Autotech Recruit is committed to providing excellent service and the purpose of the Contractor Charter is to establish ethical standards and minimum levels of conduct. To ensure that we achieve this, we require that all of our MOT tester and vehicle technician contractors adhere to and acknowledge the standards set out in this charter.

The goals of this Charter are:

- To help develop a more competent pool of skilled individuals that will service Autotech Recruit and the automotive trade now and in the future.
- To emphasise the need for our contractors to work closely with Autotech Recruit consultants.
- Promote standards and service quality that benefits our clients.
- To reduce mistakes, injuries and incidences in the workplace and promote a good working relationship between Autotech Recruit and our contractors.
- To develop and create an improved industry culture of training whilst also developing the workforce for the future.

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 working 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.

1.1. 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.

1.2. 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.

1.3. 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.

1.4. 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.

1.5. Centre 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.

1.6. 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.

1.7. 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 working 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 against a consultant, 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.

1.8. Vehicle Damage / Poor Workmanship

- As a contractor of Autotech Recruit, you will be asked to contribute to a Damage & Negligence Deduction Fund to cover the cost of any damage caused to a vehicle or client equipment. This will be a charge of £1 for every day that you work via Autotech Recruit and will be managed by our partner payroll administrator. Autotech Recruit also pays into this fund, matching the £1 a day that our contractors pay. If the fund has to be accessed because you damaged a vehicle or piece of client equipment, there will be a handling fee of 10% of the total damage payable by you. However, Autotech Recruit reserve the right to increase the % charged if you have more than one accident or damage claim within a 6-month period or it is proven that a claim is caused by incompetence. Any charge to be made over and above the standard 10% will be communicated to you prior to the charge being made. Our consultants will explain this to you in detail at registration stage.
- 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.

1.9. MOT 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.

2. Our Pledge to You

2.1. Welcome

Our resource consultants will send you a welcome email shortly after your 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.

2.2. Contractor Handbook

Each contractor registering with Autotech Recruit receives a copy of your 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.

2.3. 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 number.

2.4. Booking Work/Availability

Autotech Recruit consultants will try to make a booking with you 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 a current booking. Let your consultant know at the earliest convenience if you can fulfil the contract or not. Better still, if you keep your consultant up to date with your availability, these calls will be kept to a minimum.

2.5. Phone Calls

We realise how frustrating call centres can be so at Autotech Recruit, a 'real' person always answers the landline phone within 4 rings. 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 back at their earliest convenience.

2.6. 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.

2.7. Timesheets

Your timesheet must be received by Monday, 9 am for work the week before, correctly and clearly filled in. If the timesheet has not been received at timesheets@autotechrecruit.co.uk by 9 am on Monday, this will delay your payment. If you work for us via your limited business, you will need to submit an invoice along with your timesheet. Autotech Recruit will advise if there are any issues with your timesheet that may delay payment. These can be amended or corrected and sent back in to us. If a timesheet is submitted late, a £14 admin fee will apply if you want to be paid the same week.

2.8. Payroll

If applicable to you, your payment company will pay you directly into your bank as per your timesheet on Friday for any work undertaken in the preceding week. Autotech Recruit promises to work closely with payment companies to secure the best service for our contractors and ensure expenses are being suitably claimed. If you are a limited business, once an invoice has been received, our designated payroll provider will pay you directly on Friday for any work undertaken in the preceding week.

2.9. Our Guarantee to You

Autotech Recruit will strive to meet the level of standards set out in this Charter. If you find 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



.....
Simon King
Managing Director, Autotech Recruit

.....
Registered Contractor's Printed Name

.....
Registered Contractor's Signature

Date