



Part of Autotech Group



CONTRACTOR CHARTER

WE KEEP THE WORLD MOVING

AT AUTOTECH RECRUIT, OUR PEOPLE ARE OUR MOST VALUABLE ASSET

Mostly, you find yourselves working in environments where safety is crucial, and you're always on the move - shifting from one contract placement to another, from site to site, for a variety of clients.

Therefore, it's vital that you're not only highly skilled but also well-informed and understanding of how to do your work properly, quickly, and safely, making sure you're as productive as possible.

The aims 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 Contracts Managers
- promote standards and service quality that benefits our clients
- reduce mistakes, injuries and incidents 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 agree to support the development of the contractor workforce and safeguard its competence now and in the future.

With best wishes,

Simon King

CEO, 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 dos 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 Contracts Managers 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.
- All breaks, eating and drinking should take place in the rest room. Eating in front of customers is not permitted.
- 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 Contracts Manager as soon as you become aware.

WORKING PRACTICES

- If you are unable to use the Contractor Portal to check in, you must contact your Contracts Manager via call or text message before 8:30 am.
- When arriving at a contract, you must let 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 Contracts Manager.
- Alcohol and drugs are not permitted on the 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 Contracts Manager 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 Contracts Manager 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 speak with your Contracts Manager.
- If a complaint is made, Autotech Recruit shall cooperate 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 RECRUIT SHIELD SCHEME

As a contractor working with Autotech Recruit, you'll be enrolled in our Shield Scheme. This is a small daily contribution of £1.75 for each day you work via Autotech Recruit, designed to support you while you are contracting with us.

The Shield Scheme has two key purposes:

1) PROTECTION AGAINST DAMAGE-RELATED COSTS

The Shield Scheme acts as a safety net, helping to protect you from the full financial impact of accidental damage to a vehicle or client equipment while on site.

Where it can be demonstrated that damage has been caused as a result of your actions, you'll only be responsible for a handling contribution of 10%, or a minimum of £20, of the total repair or replacement cost.

Autotech Recruit reserves the right to increase this percentage if:

- more than one accident, incident, or damage claim occurs within a 6-month period, or
- an investigation finds that a claim was caused by negligence.

Any charge above the standard 10% will always be clearly communicated in advance and, where applicable, invoiced separately.

This process will have been fully explained by one of our Contracts Managers during your registration.

The Shield Scheme helps limit your exposure, offering reassurance should the unexpected happen.

2) FUTURE-PROOFING YOUR SKILLS

The Autotech Recruit Shield Scheme doesn't just protect you day to day - it also helps shield your career against skills gaps. Through the Scheme, we invest back into you, helping to ensure your skills remain relevant, in demand, and recognised across the industry (subject to qualifying periods and applicable terms and conditions.).

Your Shield gives you access to:

- Free IMI-accredited training via Autotech Training in: Electric Vehicles (EV), ADAS, Automotive Air Conditioning, Hydrogen Vehicle Handling
- Free annual MOT training and IMI assessment, helping you stay compliant and contract-ready
- Free IMI EV TechSafe™ CPD, supporting safe and confident work on electric vehicles
- Discounted MOT tester training from trusted, approved providers

These skills help you stay compliant, prepare for the future of automotive work, and protect your earning potential in the long term.

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.

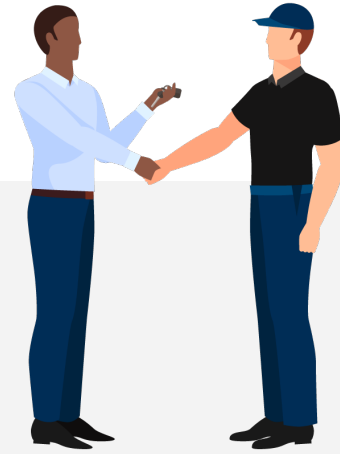
VEHICLE DAMAGE/POOR WORKMANSHIP

You must report the incident to the client in the first instance and advise your Autotech Recruit Contracts Manager 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 Contracts Manager, within 48 hours of the incident occurring, explaining all details and showing images where possible.



2. OUR PLEDGE TO YOU



WELCOME

Our Contracts Managers 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.

CONTRACTOR HANDBOOK

Each contractor registering with Autotech Recruit receives a digital copy of our Contractor 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 Contracts Manager.

APPOINTED CONTRACTS MANAGER

Every contractor of Autotech Recruit is appointed a personal Contracts Manager, ready to help with any questions you might have. You will receive a call from your Contracts Manager within 24 hours of receiving your welcome email to provide you with any initial information you might need. You can get in touch with your Contracts Manager by calling them directly, by text message or by email. If there's an emergency and you can't reach your Contracts Manager, please call the Autotech Recruit office at 01234 240503.

BOOKING WORK/AVAILABILITY

Autotech Recruit Contracts Managers will offer you a booking as soon as a contract is available. If they can't reach you, they might send a text message or email advising you of the booking.

Please let your Contracts Manager know as soon as possible whether you can accept the contract. Better still, keeping your availability up to date on the Contractor Portal allows us to 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 Contracts Manager on their mobile, they may be on another call, so leave a voicemail or send a text message and your Contracts Manager will call you back at their earliest convenience.

COMMUNICATION

We understand everyone is busy, but regular communication with your Contracts Manager is key. Please inform them promptly of any issues, update them on your availability often, and return their calls as soon as you can. This helps us accurately determine which contracts you can fulfil.

TIMESHEETS

On the final working day of each contract placement for that week, you will receive a notification confirming that your digital timesheet for that site is ready to complete.

Please log in to the Contractor Portal, complete your digital timesheet, and submit it. Where possible, we recommend doing this before leaving site. **Absolute submission deadline: Monday at 9:00am** for work completed the previous week.

Timesheets not received by 9:00am on Monday may result in a delay to payment. If a timesheet is submitted after the deadline and you wish to be paid in the same week, a £14 administration fee will apply.

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 your limited company documents and you will be required to complete a self-bill agreement annually. We will charge you £1.75 a day for the Shield Scheme, 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 or Rocket PAYE, which act as an intermediary between yourself and us. They will charge you a weekly fee, 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 evidence of their public liability insurance. For policy costs, please obtain quotes directly from insurance providers.

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 Shield Scheme.

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.

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 Contractor Charter. If you believe there are times when these are not being adhered to, please contact your Autotech Recruit Contracts Manager so we can investigate and act accordingly.

3. DATA PROTECTION (GDPR)

Autotech Recruit Ltd is a recruitment business (trading as both Autotech Recruit and Autotech Academy) which provides work-finding services to its clients and work-seekers. The Company must process personal data (including special category personal data) so that it can provide these services – in doing so, the Company acts as a data controller.

You may give your personal details to the Company directly, such as on an application or registration form or via our website, or through correspondence (email, telephone or video call) or we may collect them from another source such as a jobs board, client referral or publicly available professional profile. The Company must have a legal basis for processing your personal data. For the purposes of providing you with work-finding services and/or information relating to roles relevant to you, we will only use your personal data in accordance with the terms of the following statement.

We do not require or intentionally process special category personal data as part of our recruitment services. Please do not include information relating to your health, ethnicity, religious beliefs or other special category data in applications or correspondence unless specifically requested.

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





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RECRUIT

TRAINING

ACADEMY

CONNECT