

# THE SMARTWORK SERVICE

SMARTWORK

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## INTRODUCTION

When joining SmartWork, we become your employer, with the overall aim of keeping life as simple as possible for you and ensuring you are paid on time. Alongside this, we give you access to a great range of employee benefits and can help you legitimately offset business expenses to help increase your net pay.

With over 15 years' experience within the contracting market, our service has been shaped specifically with our flexible workforce in mind:

- Simple, flexible and hassle free service
- Set-up within 24 hours with no start up or leavers fees
- Your own dedicated Business Manager
- Daily invoicing
- Fully compliant with HMRC to ensure all your tax liabilities are taken care of
- All expenses are correctly processed and recorded
- Free same day CHAPS payments
- Online portal to stay in control of your invoices/payments/personal details
- Process P60, P45 and P11d's
- Process statutory sick pay, maternity/paternity pay, student loan payments and holiday pay
- Free financial review with our affiliate IFA
- Keep you updated with any legislation/industry changes

- Access to SmartWork company pension scheme
- Money back guarantee with the SmartWork Service Level Agreement (SLA)
- We provide you with all the required insurances to ensure you are fully insured \*

\*Certain industries may require specialist cover which can be arranged. Please discuss this with your Business Manager, if necessary. The cover levels we can arrange are listed below.

- £10 million Employers liability
- £10 million Public liability
- £10 million Professional Indemnity\*
- £2 million Medical malpractice

We also offer a Refer-a-Friend scheme where you can earn up to £50 in shopping vouchers or four weeks service FREE for referring fellow contractors who join our flexible workforce.

## SERVICE LEVEL AGREEMENT (SLA)

At SmartWork, we are driven to exceed the expectations of our employees by continuously providing excellent customer service on a one-to-one basis. We have therefore implemented our own Service Level Agreement (SLA), a set of standards we promise to uphold which includes:

- Call back requests from website responded to within 30 minutes of receipt
- Registration process completed within 1 hour
- Employment contracts processed the same day, once received from the agency/client
- Same day processing of all time sheets received before midday
- Money in your account the same day for funds received from agency/client prior to midday

It's as easy as 1, 2, 3 – SmartWork's record time from initial call back request, signed contracts in place and money in the bank account was 1 hours 23 minutes!

If we do not meet our SLA, we will waive the admin fee for one week or deduct the cost of one week from your monthly fee.

In order to join us, we will require your completed registration form along with copies of your identification (accepted forms of identification can be found on the last page of your registration form) to your Business Manager or, alternatively by:

Email - [enquiries@SmartWork.com](mailto:enquiries@SmartWork.com)

Online - <http://www.SmartWork.com/joining-smartwork/>

We will look forward to welcoming you to SmartWork and supporting you throughout your contracting career.