

## GUIDE

# THE SMARTWORK SERVICE

*For over 20 years, we have been the preferred supplier for some of the UK's largest recruitment agencies.*

**OUR COMPLIANCE, ACCREDITATION,  
AND EXPERIENCE MAKE US AN IDEAL  
CHOICE FOR CONTRACTORS**



## INTRODUCTION

When joining SmartWork, we become your employer to keep life as simple as possible and ensure 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 20 years of experience within the contracting market, our service has been explicitly shaped 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 designated 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
- 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 insurance 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 as follows: £10m Public Liability; £10m Employer's Liability; £10m Products Liability; £5m Professional Indemnity; £2m Medical Malpractice.

We also have a Refer-a-Friend scheme where you can choose your reward: £100 in vouchers or a month pay without SmartWork margin.

## 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:

- Callback requests from the website are responded to within 30 minutes of receipt
- Registration process completed within 1 hour
- Employment contracts are 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 before midday

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

If we do not meet our SLA, we won't retain a margin for one week.

To join us, please send 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) via any of the following methods:

- E-mail your Business Manager or [enquiries@SmartWork.com](mailto:enquiries@SmartWork.com).
- Fill in our online registration form by clicking [here](#).

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

## USEFUL CONTACTS

Tel: 0800 434 6446 / 0117 311 9800

Email:

- [enquiries@smartwork.com](mailto:enquiries@smartwork.com)** - For more service information
- [invoicing@smartwork.com](mailto:invoicing@smartwork.com)** - To submit timesheets/expenses
- [contracts@smartwork.com](mailto:contracts@smartwork.com)** - To submit contracts, schedules, and other legal documentation
- [holidays@smartwork.com](mailto:holidays@smartwork.com)** - To make a holiday request