

Contractor Guidelines: A Framework for Successful Collaboration

This document outlines the essential guidelines and expectations for all independent contractors, freelancers, and consultants ("Contractors") engaged by Levels Property Management Ltd ("the Company"). Adherence to these guidelines ensures a productive, professional, and mutually beneficial working relationship.

1. Introduction & Purpose

This document serves as a central resource for contractors, detailing the Company's policies and procedures. The purpose is to establish clear expectations regarding professional conduct, communication, project execution, and legal and ethical standards. By fostering a clear understanding of these principles, we aim to build strong, collaborative partnerships with our contractors.

2. Onboarding & Contractual Agreement

Prior to commencing any work, all contractors must complete the Company's onboarding process. This will include:

- **Providing Necessary Documentation:** This may include proof of identity, evidence of professional qualifications or certifications, and public liability insurance details.
- **Reviewing Key Company Policies:** Contractors will be provided with and expected to review relevant company policies, including our Data Protection and Health and Safety policies.

3. Professional Conduct & Communication

Contractors are expected to maintain the highest standards of professional conduct in all interactions with Company employees, clients, and other stakeholders. This includes:

- **Clear and Timely Communication:** Respond to emails and other communications promptly. Proactively communicate any potential delays, challenges, or changes to the agreed-upon plan. Regular progress updates are expected as outlined in the project scope.

- **Professional Representation:** When representing the Company, contractors must do so in a professional and positive manner.
- **Respectful Workplace:** All communication and interactions must be respectful and free from any form of harassment or discrimination.

4. Health, Safety, and Environment

The Company is committed to providing a safe and healthy working environment for all. Contractors are expected to:

- Comply with all applicable health and safety legislation in the United Kingdom.
- Adhere to the Company's specific health and safety policies and procedures, which will be provided during onboarding.
- Report any accidents, incidents, or potential hazards to their primary Company contact immediately.
- Work in an environmentally responsible manner, minimizing waste and adhering to any site-specific environmental policies.

5. Data Protection & Confidentiality

The protection of company, client, and employee data is of paramount importance. Contractors must:

- Comply with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.
- Maintain strict confidentiality regarding any sensitive or proprietary information accessed during the course of their work. This obligation extends beyond the termination of the contract.
- Use company-provided systems and communication channels for all project-related work where applicable.
- Not disclose any confidential information to third parties without prior written consent from the Company.

- Securely handle and dispose of any physical or digital documents containing sensitive information.

6. Project Management & Deliverables


Successful project execution is a shared responsibility. Contractors are expected to:

- Thoroughly understand the scope of work, deliverables, and deadlines as outlined in the contractor agreement.
- Meet all agreed-upon deadlines. If a deadline is at risk, this must be communicated to the Company contact as early as possible.
- Deliver high-quality work that meets the standards and specifications agreed upon.
- Maintain accurate records of time and expenses, if applicable, and submit these in a timely manner.

7. Invoicing & Payment

The Company is committed to timely and accurate payment for services rendered. To facilitate this:

- Invoices must be submitted in a professional format and include all necessary information, such as:
 - Your full name and business name (if applicable)
 - Contact information
 - A unique invoice number
 - The date of the invoice
 - A clear description of the services provided and the corresponding dates
 - The agreed-upon rate and the total amount due
 - Relevant company / client name and address as detailed on the PO
 - Your bank details for payment.

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- Submit invoices via Company platforms as instructed.
- Payment will be made according to the terms outlined in the contractor agreement.

8. Legal & Regulatory Compliance

Contractors are independent business entities and are responsible for their own legal and tax obligations. This includes:

- Registering as self-employed with HM Revenue & Customs (HMRC).
- Paying all applicable income tax and National Insurance contributions.
- Understanding and complying with IR35 (off-payroll working) rules.
- Maintaining all necessary business licenses and insurance.

9. Intellectual Property

Unless otherwise specified in the contractor agreement, all work product, including but not limited to documents, designs, code, and reports, created by the contractor for the Company will be the sole intellectual property of the Company.

10. Termination of Agreement

Either party may terminate the contractor agreement as per the terms outlined within the document. Upon termination, the contractor is required to return all Company property and securely delete any confidential Company information.

11. Acknowledgment

By entering into a contractor agreement with Levels Property Management Ltd, you acknowledge that you have read, understood, and agree to abide by these Contractor Guidelines.