

CONTRACTOR CARE CHARTER

Welcome to Volt's European charter for Contractor Care.

Volt are committed to providing our contractors with the highest quality service. From the moment you start talking to us, and throughout your assignments with Volt. When you contract through us, we want to ensure you have everything you need for a smooth experience from start to finish.

What is Volt's Charter?

Volt's Contractor Care Charter is an expression of our commitment for all European contractors who are on assignment with Volt.

It is available to any contractor for the duration of their assignment with us, regardless of the length or type of contract.



Our commitment to you

As part of the Charter, the following are standard for every contractor:

- Your own personal Account Manager throughout your assignments with Volt
 - A known contact to help and assist with any questions or comments that may arise
 - Regular contact and personal visits
- Welcome pack at start of contract
 - Invoicing procedure including example invoice
 - Timesheet and Expense submittal procedure
 - Absence notification
 - Useful Volt contacts
 - Frequently asked questions
- Third party advice via approved umbrella companies tailored to your needs
- Tailored support for your assignment needs
 - Accommodation advice
 - Travel Information
 - Relocation advice
 - Meet and greet

Working with a quality company

Quality is a core value at Volt. Our clients and candidates can be assured of a professional and ethical service. Through our Quality Systems we constantly monitor the service we provide to ensure that it is always first class.

Volt's Quality Management System complies with ISO 9001:2008 and has been certificated since 1993. Volt is a member of APSCo - the Association of Professional Staffing Companies - and the Professional Contractors Group in the UK.



About Volt

Founded in Europe in 1978, Volt in Europe is part of Volt Information Sciences, one of the world's largest and longest established recruitment companies. Volt provides award-winning contract and permanent recruitment services, MSP and RPO programs, and Professional Services. We have grown our services to provide innovative staffing solutions across a range of industries and skill areas, including Digital Entertainment, Engineering, Finance, IT & Telecoms and Life Sciences.

Our vision is simple: connecting talented people and respected companies across Europe.

Our consultants are always available for more information or help. You can reach us on:

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