SUZIE LINK PERSONNEL

TERMS OF BUSINESS – TEMPORARY WORKERS

Effective Date: 19/08/2026
Company Registration Number: 17391580
Registered Address: Portsmouth Po6 4fe

1. Introduction

These Terms of Business set out the basis on which Suzie Link Personnel ("Suzie Link Personnel", "we", "us" or "our") will provide temporary workers to clients ("the Client", "you" or "your").

Suzie Link Personnel provides temporary staffing solutions to logistics, transport, distribution and warehouse businesses, including the supply of qualified HGV drivers, warehouse operatives and other temporary personnel.

By requesting, accepting or engaging a worker supplied by Suzie Link Personnel, the Client agrees to be bound by these Terms of Business.

2. Our Services

Suzie Link Personnel will use reasonable endeavors to identify and supply suitable temporary workers based on the requirements provided by the Client.

Workers may include, but are not limited to:

- HGV drivers;
- LGV/van drivers where applicable;
- Warehouse operatives;
- LGV/HGV-related support staff;
- Pickers and packers;
- Loaders and unloaders; and
- Other temporary logistics and warehouse personnel agreed between the parties. All

assignments are subject to worker availability.

3. Client Responsibilities

The Client is responsible for providing Suzie Link Personnel with accurate and complete information regarding each assignment, including:

- The nature of the work;

- Job title and duties;
- Location of the assignment;
- Required start date and expected duration;
- Working hours and shift patterns;
- Pay/rate information relevant to the assignment;
- Required qualifications, licenses, experience and training;
- Any known health and safety risks;
- Any site-specific requirements; and
- Any other information is reasonably required to enable us to supply a suitable worker.

The Client must notify Suzie Link Personnel immediately if there are any changes to the assignment or working conditions.

4. HGV Drivers and Qualifications

Where a worker is supplied to undertake HGV driving duties, Suzie Link Personnel will take reasonable steps to verify the relevant driving entitlement and qualifications required for the assignment.

The Client remains responsible for ensuring that the worker receives appropriate site-specific information, induction, health and safety information and instructions necessary to carry out the assignment safely.

The Client must not require a worker to undertake duties for which they do not hold the appropriate license, qualification, training or authorization.

5. Supervision and Health & Safety

While working at the Client's premises or in the Client's direction, the Client is responsible for providing appropriate supervision, instruction, induction and a safe working environment.

The Client must inform Suzie Link Personnel promptly of any accident, incident, injury, complaint or health or safety concern involving a supplied worker.

The Client must also provide appropriate personal protective equipment (“PPE”) where required for the assignment, unless otherwise agreed in writing.

6. Timesheets and Hours Worked

The Client is responsible for accurately recording and approving the hours worked by temporary workers.

Timesheets should be submitted to Suzie Link Personnel in accordance with the agreed process and within the agreed timescales.

The Client must not knowingly submit false or inaccurate hours.

Suzie Link Personnel reserves the right to invoice the Client based on verified timesheets and/or other reliable records of hours worked.

7. Charges and Rates

The Client will be charged at the agreed fixed rate for each worker and assignment.

The applicable rates will be confirmed in writing before the commencement of an assignment or otherwise agreed between Suzie Link Personnel and the Client.

Unless otherwise stated in writing, our charges are exclusive of VAT, where applicable.

Any additional charges, expenses, overtime rates, enhanced rates, weekend rates or bank holiday rates will be agreed with the Client in advance where applicable.

8. Payment Terms

Suzie Link Personnel operates a 30-day payment term.

Invoices are payable within 30 days of the invoice date, unless otherwise agreed in writing.

The Client must notify Suzie Link Personnel of any genuine invoice dispute promptly and provide details of the disputed amount and reason.

Undisputed amounts remain payable within the agreed 30-day payment period.

Suzie Link Personnel reserves the right to suspend the supply of workers where invoices remain unpaid after the payment due date.

9. Cancellation of Assignments

The Client may cancel an ordered Assignment/shift by giving written or verbal notice to Suzie Link Personnel.

If notice of cancellation is received less than four (4) hours prior to the scheduled start time of the shift, or after an Agency Worker has already been dispatched to the Client's site, the Client shall be liable to pay a cancellation charge equivalent to ten (10) hours of hire at the agreed hourly rate for that specific assignment.
If notice of cancellation is received between four (4) and twenty-four (24) hours prior to the scheduled start time, a fixed administration fee of £60.00 + VAT will apply per cancelled shift.
The Client must provide a minimum of 24 hours' notice when cancelling or reducing a confirmed temporary worker booking.

10. Worker Absence or Replacement

If a supplied worker is unavailable or unable to attend an assignment, Suzie Link Personnel will use reasonable endeavors to provide a suitable replacement where possible.

Suzie Link Personnel does not guarantee that an immediate replacement will always be available.

The Client should notify Suzie Link Personnel as soon as possible if a worker fails to attend an assignment.

11. Unsatisfactory Workers
If the Client considers that a worker is unsuitable for an assignment due to conduct, performance, qualifications, attendance or another legitimate reason, the Client must contact Suzie Link Personnel as soon as reasonably practicable.

Suzie Link Personnel will investigate the matter and, where appropriate, seek to provide a replacement worker.

The Client must not dismiss, discipline or materially change a worker's assignment without first informing Suzie Link Personnel, except where immediate action is reasonably necessary for health and safety or other lawful reasons.

12. Agency Worker Regulations
Suzie Link Personnel and the Client will comply with applicable legislation relating to agency workers, including the Agency Workers Regulations 2010 where applicable.

The Client must provide Suzie Link Personnel with accurate information about its terms and conditions, including relevant pay, working time, holiday and other basic working conditions where required.

Agency workers may become entitled to equal treatment in certain basic employment and working conditions after completing the applicable 12-week qualifying period in the same job with the same hirer.

The Client agrees to notify Suzie Link Personnel promptly of any changes that may affect an agency worker's entitlement.

13. Compliance and Information

The Client agrees to provide all information reasonably required by Suzie Link Personnel to comply with applicable employment agency and employment business legislation.

This may include information concerning:

- The Client's identity and business;
- The location of the assignment;
- The nature of the work;
- Working hours;
- Required qualifications and experience;
- Health and safety risks;

- Required training;
- Pay and working conditions; and
- Any other information required by law.

The Conduct Regulations place specific information requirements on employment businesses and hirers when temporary assignments are arranged.

14. Worker Status
Temporary workers supplied by Suzie Link Personnel will be engaged under the appropriate terms of engagement.

Nothing in these Terms of Business creates an employment relationship between the Client and the worker unless such a relationship arises separately as a matter of law.

Suzie Link Personnel will provide workers with the appropriate written terms and required information before they undertake work through the agency.

15. Direct Engagement of Workers
If a client wishes to employ or directly engage a worker introduced or supplied by Suzie Link Personnel, the Client must notify Suzie Link Personnel before doing so.

Any applicable introduction, transfer or conversion fee will be dealt with in accordance with the terms agreed between Suzie Link Personnel and the Client and applicable legislation.

16. Confidentiality and Data Protection
Suzie Link Personnel and the Client will handle personal information in accordance with applicable UK data protection legislation, including the UK GDPR and Data Protection Act 2018.

The Client must only use worker information for legitimate recruitment, staffing, employment, payroll, compliance and assignment-related purposes.

Confidential business information obtained through the provision of services must be kept confidential and must not be disclosed to third parties except where required by law or reasonably necessary for the provision of the services.

17. Insurance
Suzie Link Personnel will maintain appropriate insurance cover relevant to its business and the services it provides, including employers' liability and other appropriate insurance policies.

The Client is responsible for maintaining adequate insurance for its own business, premises, vehicles, operations and liabilities.

Where a temporary HGV driver is supplied, the Client remains responsible for ensuring that any vehicle operated by the worker is appropriately insured, roadworthy, maintained and legally compliant for the intended use.

18. Liability

Suzie Link Personnel will take reasonable care in selecting and supplying temporary workers.

However, we cannot guarantee the performance, conduct or suitability of a worker in every circumstance.

Nothing in these Terms limits or excludes liability where such limitation or exclusion is prohibited by law.

Subject to applicable law, Suzie Link Personnel will not be liable for indirect or consequential loss, loss of profit, loss of business or loss of opportunity arising from the temporary supply of workers.

The Client remains responsible for its own premises, systems, equipment, vehicles, supervision, working environment and instructions provided to workers.

19. Quotes and Rate Reviews

Quotes and agreed rates will remain valid for up to 12 months, unless otherwise stated in writing.

Suzie Link Personnel reserves the right to review and revise rates at the beginning of each new financial year.

Any revised rates will be communicated to the Client before they take effect.

Rates may also be reviewed where there are significant changes in legislation, statutory employment costs, National Insurance, National Minimum Wage/National Living Wage, holiday pay requirements or other costs directly affecting the supply of temporary workers.

20. Termination

Either party may terminate its ongoing business relationship by providing reasonable written notice, subject to any specific assignment or contractual commitments already agreed.

Termination will not affect any outstanding invoices or obligations that arose before termination.

Suzie Link Personnel may suspend or terminate the supply of workers immediately where there is a serious breach of these Terms, non-payment of invoices, a serious health and safety concern, unlawful conduct or another circumstance that makes continued supply inappropriate.

21. Complaints and Disputes
Any complaint concerning a worker, invoice, service or assignment should be raised with Suzie Link Personnel as soon as possible.

Both parties agree to make reasonable efforts to resolve disputes amicably before commencing formal proceedings.

22. Changes to These Terms
Suzie Link Personnel may update these Terms of Business where reasonably necessary to reflect changes in legislation, regulation, business practices or the services provided.

The Client will be notified of material changes.

23. Governing Law
These Terms of Business shall be governed by and interpreted in accordance with the laws of England and Wales, unless the Client's circumstances require otherwise.

The parties agree that the courts of England and Wales shall have jurisdiction over disputes arising from these Terms, subject to any mandatory legal requirements.

24. Acceptance
By requesting, accepting or continuing to use temporary workers supplied by Suzie Link Personnel, the Client confirms that it has read, understood and agrees to these Terms of Business.

For Suzie Link Personnel

Name: Johns Abongo

Position: DIRECTOR

Signature: 

Date: _____

For the Client

Company Name: _____

Name: _____

Position: _____

Signature: _____

Date: _____