

CITY PRO FIX LTD

SELF-EMPLOYED TRADESPERSON CONDUCT & COMPLIANCE AGREEMENT

This Agreement sets out the standards and obligations applicable to self-employed tradespeople, engineers and contractors ("Tradespeople") carrying out work introduced, arranged or managed through City Pro Fix Ltd ("CPF"). Acceptance of this Agreement forms part of the Tradesperson's registration and continued use of the CPF platform.

1. Professional Conduct

Tradespeople must at all times act professionally, honestly, safely and respectfully when carrying out CPF work.

- Treat customers, occupants, CPF staff and other Tradespeople respectfully.
- Carry out work with reasonable care and skill.
- Only undertake work they are competent and appropriately qualified to perform.
- Comply with applicable legislation, regulations, safety requirements and relevant professional standards.
- Take reasonable precautions to protect customers, occupants and their property.
- Follow lawful and reasonable job-specific requirements applicable to CPF bookings.

2. Qualifications and Competence

The Tradesperson is responsible for ensuring that all qualifications, licences, registrations and certifications required for the work they undertake remain valid.

- Gas Safe registration, where applicable.
- Relevant electrical qualifications or registrations.
- Plumbing, heating and other trade qualifications.
- Public liability insurance.
- Trade-specific licences and competency certificates.

The Tradesperson must promptly notify CPF if any relevant qualification, registration, licence or insurance expires, is suspended, cancelled or restricted. Providing false, altered or misleading documentation may constitute serious misconduct.

3. DBS and Background Checks

CPF may require appropriate identity verification and background checks as part of its onboarding and safeguarding procedures. Where appropriate, this may include a Basic DBS check. Standard or Enhanced DBS checks will only be requested where the particular role is legally eligible for that level of check.

A criminal record will not automatically result in rejection or termination. CPF may consider the nature and seriousness of the matter, its relevance to the work, safeguarding considerations, the time elapsed and applicable legal requirements. Providing false or deliberately misleading information during CPF's lawful vetting process may constitute serious misconduct.

4. Negligence and Safety

Tradespeople must exercise reasonable care and skill when carrying out CPF work. Negligence or serious safety concerns may include:

- Unsafe workmanship.

- Working outside the Tradesperson's competence.
- Failing to follow applicable safety procedures.
- Leaving gas, electrical, plumbing, heating or other installations in an unsafe condition.
- Causing avoidable property damage through negligent acts or omissions.
- Failing to report significant accidents, damage or safety incidents.
- Concealing errors or safety problems.
- Falsifying safety or completion records.

Any serious accident, injury, property damage, suspected gas leak, electrical hazard, significant water leak or other material safety incident must be reported to CPF as soon as reasonably practicable. Where CPF reasonably believes there is an immediate or serious safety risk, the Tradesperson may be suspended from receiving new jobs while the matter is investigated.

5. Misconduct

CPF may investigate allegations of misconduct including:

- Theft or attempted theft.
- Fraud or dishonesty.
- Violence, threats or intimidation.
- Harassment, discrimination or sexual misconduct.
- Abusive or seriously inappropriate behaviour.
- Deliberate damage to customer property.
- Attending a job while impaired by alcohol or illegal drugs.
- Falsifying qualifications, insurance, DBS information, identity documents or job records.
- Serious breaches of safety requirements.
- Misuse of customer or CPF information.
- Unauthorised private payments or deliberate diversion of CPF customers.

An allegation alone will not automatically be treated as proof of misconduct. CPF may temporarily suspend a Tradesperson where reasonably necessary to protect customers, the public, CPF or the integrity of an investigation.

6. Customer Personal Information

Customer information supplied through CPF must only be used where reasonably necessary to carry out or administer an authorised CPF job. This may include customer names, telephone numbers, email addresses, property addresses, access instructions, booking information, photographs, videos, job descriptions and other personal information.

The Tradesperson must not sell, disclose, distribute or use customer information for an unauthorised purpose. Customer information must be handled in accordance with applicable UK data-protection law and CPF's applicable privacy and security procedures.

7. Personal Contact Details

Where direct communication between a customer and Tradesperson is reasonably necessary for an active CPF booking, such communication must remain connected to the legitimate management or completion of that job.

A Tradesperson must not provide personal contact, alternative business or payment details for the purpose of deliberately bypassing CPF.

8. Private Jobs and Customer Diversion

A Tradesperson must not deliberately solicit, encourage or accept private work from a customer introduced through CPF where the purpose or effect is to improperly circumvent CPF's legitimate booking, payment or commission arrangements.

Where a CPF customer requests additional or future work that falls within CPF's applicable arrangements, the Tradesperson must direct the customer to arrange the work through CPF as required by this Agreement. This restriction applies whether the private arrangement is proposed by the Tradesperson or customer where the Tradesperson knowingly participates in circumventing CPF.

9. Additional Work

Where additional work is identified during a CPF job, the Tradesperson must follow CPF's applicable quotation and authorisation procedure. The Tradesperson must not deliberately remove additional work from the CPF booking and arrange it privately for the purpose of avoiding CPF's legitimate charges or commission.

Nothing prevents reasonable emergency action necessary to address an immediate danger or prevent serious property damage, provided CPF is informed as soon as reasonably practicable.

10. Direct and Private Payments

Tradespeople must not request or accept unauthorised direct payment for work that is required to be processed through CPF. This includes cash, personal bank transfers, card payments, payments to another business or individual, or any other arrangement intended to bypass CPF's payment system.

Where CPF expressly authorises an alternative payment method, the Tradesperson must follow that authorisation.

11. CPF Confidential Information

Tradespeople must keep CPF's non-public and commercially sensitive information confidential. This may include customer databases, pricing structures, commission arrangements, internal payment information, business plans, marketing strategies, supplier information, internal policies and communications, financial information, admin-dashboard information, non-public website/system information, passwords, security credentials, information concerning other Tradespeople, complaints and internal investigations.

Confidential information must not be disclosed to an unauthorised person or used for an unauthorised purpose.

12. Sharing CPF Information Outside the Company

Tradespeople must not disclose confidential CPF information to unauthorised third parties, including competitors, other businesses, customers, friends, family members, social-media groups, online forums or media organisations.

Nothing in this Agreement prevents disclosures that are required or protected by law, including appropriate reports to the police, regulators or other competent authorities.

13. Social Media

Tradespeople must not publish confidential CPF or customer information on social media, websites, messaging groups, forums or other online services.

Customer photographs, addresses, personal information, CPF internal communications, dashboard screenshots or confidential business information must not be publicly shared without appropriate authority.

14. Customer Property and Damage

Tradespeople must take reasonable precautions to protect customer property. If damage or an accident occurs, the Tradesperson must:

- Take reasonable action to prevent further damage where safe to do so.
- Inform the customer where appropriate.
- Notify CPF promptly.
- Provide relevant photographs and information where reasonably requested.
- Cooperate with CPF and relevant insurers in investigating the incident.

Responsibility for damage or loss will be determined according to the circumstances, applicable law and the full terms of the Tradesperson Agreement.

15. Complaints and Investigations

Tradespeople must reasonably cooperate with CPF investigations relating to customer complaints, safety concerns, property damage, alleged misconduct, suspected fraud, customer diversion, confidentiality breaches and quality-of-work concerns.

CPF may request relevant job records, photographs, certificates and other information reasonably necessary to investigate the matter.

16. Suspension

CPF may suspend a Tradesperson from receiving new jobs while investigating serious concerns relating to customer or public safety, serious negligence or misconduct, fraud, theft, safeguarding, invalid qualifications or insurance, falsified documentation, serious misuse of customer information, serious confidentiality breaches, deliberate customer diversion or unauthorised private payments.

Suspension does not by itself constitute a finding that misconduct occurred.

17. Termination

Following appropriate consideration of the circumstances, CPF may terminate the Tradesperson's access to CPF and/or this Agreement where permitted by the Agreement and applicable law.

Serious or repeated breaches may justify termination, including serious safety violations, fraud, theft, deliberate falsification of documents, serious customer-data misuse, serious confidentiality breaches or deliberate circumvention of CPF.

18. Information After Leaving CPF

The Tradesperson must not retain or use CPF customer information or confidential company information for unauthorised purposes after their relationship with CPF ends. Where reasonably requested and legally appropriate, confidential information must be returned or securely deleted.

Confidentiality obligations intended to survive termination will continue to apply to the extent permitted by law.

19. Self-Employed Status

The Tradesperson operates as a self-employed independent contractor and is responsible for their own tax, National Insurance, insurance and other obligations applicable to their business.

The complete working arrangements between CPF and the Tradesperson must remain consistent with the intended legal status. Nothing in this clause overrides the employment-status tests applicable under UK law.

20. Legal and Regulatory Reporting

Nothing in this Agreement prevents a Tradesperson from:

- Reporting suspected criminal conduct to the police.
- Reporting safety concerns to an appropriate regulator.
- Making a legally protected disclosure where applicable.
- Obtaining confidential legal, tax or professional advice.
- Providing information where required by law, regulation or court order.

21. Acceptance

By registering with, accepting work from or continuing to provide services through City Pro Fix Ltd, the Tradesperson confirms that they have read and understood the applicable CPF Tradesperson Agreement and agree to comply with its terms.

Where electronic acceptance is used, CPF should maintain an appropriate record of the version of the Agreement accepted, the date of acceptance and the Tradesperson's acceptance.

Important: This document is a practical contractual draft and should be reviewed by a UK solicitor before City Pro Fix begins onboarding self-employed Tradespeople.

Tradesperson Name: _____

Signature: _____

Date: _____