

Our commitment to our sub-contractors

A note from Incendium's Managing Director, Mike Perkis

Welcome to Incendium! We're thrilled to have you join our growing community, and hope you feel welcomed and supported during your first few weeks getting started.

In 2019 Incendium became part of The Instant Group, creating an exciting opportunity to further support our clients with solutions that transform their approach to workplace with what is a truly distinct offer in the market.

I hope you have a fantastic first few weeks with us and I'm looking forward to seeing you at our networking events very soon.

A summary of our commitment

1. We have a structured onboarding process with a standard form of contract for our sub-contractors, that may be amended to reflect any specific client terms and conditions.
2. We host regular communication events with our suppliers to share updates and news on our broader business and to make you feel part of our community.
3. We have an 'info@incendiumconsulting.com' email address to receive all sub-contractor queries on contracts, onboarding and payments.
4. We have implemented the Receipt Bank system for sub-contractors to email invoices so that they are automatically entered into our Xero account system. This system also addresses issues with the receipt of invoices.
5. We commit to timely payment within the terms and conditions of the sub-contractor contract and have a continuous improvement process in place to regularly monitor and ensure that this is upheld (this is routinely reviewed by Incendium's Senior Leadership Team).
6. We share our sub-contractor payment and escalation process below, which is used if there are any queries and/or disputes.

On-boarding process

1. In order to commence an assignment with Incendium, all sub-contractors must have in place:
 - Limited company status
 - Professional indemnity and public liability insurance
2. Incendium's Executive Assistant (EA) and the Hiring Manager will complete a CEST check (to establish IR35 status) and if this is passed, will draft a contract to be sent to the sub-contractor.
3. Once a signed copy of the contract is returned to Incendium, the EA will undertake the following onboarding checks:
 - Proof of Right to Work
 - Proof of insurance
 - Proof of professional qualifications relevant to the assignment
 - Company details – company name and a copy of the VAT registration form (if applicable)
 - Certificate of Incorporation of the company
 - References

(We undertake an annual check on Right to Work, commencing from the contract start date.)

4. If required, the EA will arrange for a pass to our Blue Fin office and set up an Incendium email address.
5. The Hiring Manager will then facilitate the sub-contractor's commencement on the assignment.

Payment process

1. All sub-contractors should send invoices to Incendium via the Receipt Bank email address incendiuminbox@receiptbank.me. We have implemented this dedicated account to automate and simplify the process of invoice submission.
2. All sub-contractors will send a timesheet detailing the relevant time spent or milestone deliverables that trigger payments to the nominated Engagement Director. Invoices may be produced on a monthly basis or respond to the programme for an individual client assignment. The approach taken will be governed by the relevant sub-contractor contract.
3. The Incendium accounts team will utilise the Xero finance system to monitor the appropriate payment dates for all sub-contractor invoices and confirm authorisation for payment from the relevant Engagement Director.
4. Should a client query the works completed by the sub-contractor, the Engagement Director will be responsible for resolving this query through validation of hours/days worked or by assessing with the client the milestones (or percentage of such) completed to date. This focuses on client dispute so amend as per comments on the dispute process.
5. Should the query not be resolved by the time a sub-contractor's payment is due, the sub-contractor will be formally notified of a dispute.
6. Any disputes will be resolved via the Terms and Conditions and mechanisms outlined within the relevant sub-contractor contract.
7. The Managing Director will be the point of escalation for any sub-contractor who believes that this process is not being undertaken in a timely manner or believes that any dispute is outside the terms of the appropriate contract.

Signed off by:



Mike Perkis, Managing Director
December 2020