

ONE CALL RESPONSE

Contractor Terms & Conditions

For independent contractors accepting work through One Call Response.

Effective date: 20 August 2026

Website: onecallresponse.co.uk

Business: One Call Response · Preston, Lancashire, England

These Terms set out the standards and responsibilities applying to independent contractors who accept One Call Response jobs, including qualifications, insurance, pricing, customer communication, workmanship, safety, data protection and payment.

1. Independent Contractor Status

You are engaged as an independent business or self-employed professional. Nothing in these Terms creates employment, partnership, joint venture or an agency relationship. The parties intend the relationship to operate as a genuine independent contractor arrangement.

2. Accepting Jobs

You may accept or decline jobs offered to you. Once you accept a job, you should attend at the agreed time or notify One Call Response promptly if you are unable to do so.

3. Competence and Qualifications

Only accept work for which you are suitably competent and qualified. You must maintain all registrations, licences and certifications required for the work you undertake.

4. Insurance

You must maintain appropriate insurance for your work, including relevant public liability, professional indemnity and employers' liability cover where legally required. Evidence of insurance must be provided when reasonably requested.

5. Agreed Rates

You must honour the agreed job rate and must not impose undisclosed charges on the customer. Any additional chargeable work must follow the agreed authorisation process.

6. Customer Payments

You must follow the payment model specified for each job. Under a full-payment job, you must not request payment directly from the customer unless authorised by One Call Response. Under a split-payment job, you may collect only the agreed contractor fee.

7. Customer Communication

You may communicate directly with the customer where reasonably necessary for access, attendance, technical clarification, fault explanation, completion and recommendations. Communications must remain professional and relevant to the job.

8. Additional Work

Explain any additional work and its cost clearly and obtain the required customer authorisation before chargeable work proceeds, except where immediate action is reasonably necessary to prevent danger or further damage.

9. Future Customer Work

The customer and contractor may agree additional or future work directly following attendance. One Call Response does not claim ownership of the customer's ongoing relationship with you. The original One Call Response booking remains subject to its agreed fees and payment terms.

10. Workmanship

All work must be carried out with reasonable care and skill and in accordance with applicable law, relevant standards, manufacturer requirements where applicable and the agreed job instructions.

11. Health and Safety

You must comply with applicable health and safety requirements and must not undertake work you reasonably believe is unsafe or unlawful. Material site risks should be reported to One Call Response promptly.

12. Job Reports

After completion, provide reasonably requested information including work completed, fault identified, parts used, recommendations, photographs, certification and completion time where applicable.

13. Photographs

Where reasonably required, photographs may be requested for the fault, work area, completed work, installed parts or equipment. Photographs must be limited to what is necessary and should avoid unnecessary private information.

14. Customer Complaints

If a customer complains directly to you, notify One Call Response promptly. Do not make admissions of liability on behalf of One Call Response.

15. Invoicing

Invoices should include your business name, invoice number, date, job reference, description, agreed amount, VAT where applicable and payment details.

16. Contractor Payment

Where One Call Response is responsible for paying the Contractor, payment will normally be processed within 24 hours of all required completion information being received, including any invoice or job completion details requested by One Call Response. We aim to make payments as promptly as possible. In exceptional or unusual circumstances, including where completion information is incomplete, a payment requires additional verification, a customer payment is being reconciled, or there is an administrative or banking issue, payment may take longer and may be processed within 7 days. Where the split-payment model applies, the Contractor will receive the agreed Contractor fee directly from the Customer in accordance with the payment arrangement confirmed for that job.

17. Materials

Significant materials or additional costs should be approved where required. Materials must not be deliberately inflated or misrepresented.

18. Confidentiality and Data Protection

Customer and One Call Response information must be kept confidential and secure. Customer information may only be used for legitimate job purposes. It must not be sold or improperly shared. Suspected data breaches must be reported promptly.

19. Subcontracting

A One Call Response job must not be passed to another contractor without prior approval. Any approved subcontractor must be suitably qualified, insured and capable of carrying out the work.

20. Professional Conduct

Arrive appropriately equipped, behave professionally, respect customers and property, avoid unnecessary damage, keep work areas reasonably tidy and comply with reasonable site rules.

21. Records

Retain relevant job records for the period reasonably required for legal, tax, insurance and warranty purposes.

22. Suspension and Termination

Either party may end the contractor relationship on 7 days' notice. One Call Response may suspend or terminate the relationship immediately in cases including serious misconduct, fraud, unsafe work, missing qualifications or insurance, repeated non-attendance, serious data breaches or material breach of these Terms.

General Provisions

These Terms, together with any job confirmation, agreed contractor rate and applicable payment arrangement, form the basis on which the relevant One Call Response job is provided. If there is any conflict between these Terms and a specific written agreement for a job, the specific agreed terms will take precedence to the extent of the conflict.

Nothing in these Terms excludes or limits any liability, right or remedy which cannot lawfully be excluded or limited. Where applicable, statutory rights and protections continue to apply.

Governing Law

These Terms are governed by the law of England and Wales. The courts of England and Wales will have jurisdiction, subject to any mandatory rights or jurisdictional protections that apply.

By accepting a One Call Response job, the contractor confirms that they are appropriately qualified and insured for the work accepted and agree to comply with these Terms and the specific requirements communicated for the job.

One Call Response · One Call. Done Right.