



THE BIGCHANGE NETWORK CHARTER

Setting the standard for the BigChange Network



SAFETY FIRST

When you collaborate together you need to ensure the complete safety of those working for you, along with anyone who may come into contact with the works you are undertaking. By always meeting with current legislation and the specific requirements of your Network Partner this will be simply achieved. We recommend that all network customers should be a member of an accredited Health and safety scheme.



WHAT'S THE DEAL?

There will always be a contract when you collaborate with your Network Partner. Regardless of whether that's been written down or agreed verbally. Be clear on what you are agreeing to offer or deliver, for how much you will pay/ be paid and when these things should all happen.



IT'S GOOD TO TALK

Our systems are amazing and allow seamless paperless sending of jobs and information between Network Partners, but that doesn't mean that you can't still talk or meet. If you're unsure of anything speak to your Network Partner to ensure you know what it is that's required. Your aim must always be to provide the best possible service, so understanding what you need to do to achieve that is paramount.



QUALITY GUARANTEED

As businesses we are only successful because of our attention to the detail and our devotion to maintaining the extremely high standards of service we provide to our clients, our Network Partners are the same. So, when you work with a Network Partner you become responsible for their record of quality, please don't let them down. All works you complete need to be guaranteed by you if required, it's testament to the quality of what you've delivered and provides piece of mind. Of course the requirement for and length of that guarantee may vary, depending on the nature of the work undertaken, which you'll agree with your Network Partner.



HANDS OFF

Securing new business and retaining customers is hard work and takes time for any business; and when providing services to your Network Partner's clients you are an extension of their business, not there to build your own relationship with their client. Outside of open tender, you must not approach your partners clients for work.



FLASH THE CASH

When everything is completed you need to settle the bill and the agreed terms with your Network Partner will determine when this will be. Or alternatively, if you are the supplying partner you may need to offer a credit. We all know that our Cashflow is critical to our business's survival, so you must not cause delay or distress to your partners. Pay or credit your Network Partner in the manner that you would expect to be credited/ paid, fully and on time.



A PROBLEM SHARED

We all work in services sectors and know that because of this, things will not always go as planned. What we do is challenging and the environments that we work in change constantly, as does the work we undertake. If things do go wrong, you need to work with your Network Partner to resolve matters quickly. You and your partner's reputations rely on how you stand equally by your commitments, everyone loses when things go wrong so let's not forget that.



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THE FINAL WORD

Here at BigChange we have developed and pride ourselves on the unique system and services we deliver to you our customers. Our Collaboration Network takes this further, as it allows you also to truly support your client's requirements without risking a loss of control in your process when you need to rely on others to support you. However, as with any service, it is what happens when you physically deliver the services that the real difference is made. To help ensure that your services and those of your Network Partner are always delivered in the best possible way, this BigChange Network Charter sets the standard; and nothing short of this will be acceptable if you want to be part of our revolution!

All the best,

Paul Witter

Managing Director – The BigChange Network.

DECLARATION

We have read and understand our required commitment to The BigChange Network Charter;

We agree to be bound by its direction and the principles it sets out when collaborating with other BigChange Network Partners;

We understand that if we do not follow The BigChange Network Charter, that we may, at the discretion of BigChange, be denied access to The BigChange Network and all its benefits and services;

Accepted

Name

Date

Company

Address