CLIENT / RESTAURANT OPERATING RULES

Life in the UK AI LTD

Version: 1.0

1. Purpose

These Operating Rules explain how Client managers should interact with Contractors supplied by Life in the UK AI LTD.

They supplement the Agency's Terms of Business and are intended to ensure that assignments are booked, changed and managed through the correct Agency process.

2. Agency Must Remain Informed

All new assignments, additional shifts, future availability requests and material assignment changes must go through Life in the UK AI LTD.

If you need a Contractor today, tomorrow or at any future time, contact the Agency.

Do not independently book the Contractor and inform the Agency later.

3. Do Not Create Private Rota Arrangements

Agency Contractors should not be placed directly onto the Client's future rota without confirmation through the Agency.

A Contractor's acceptance of one shift does not mean they have agreed to another shift.

Any recurring schedule must be requested through the Agency.

4. Do Not Privately Extend the Commercial Arrangement

Do not privately negotiate the Contractor's rate, future Agency work, additional paid hours, bonus arrangements or direct employment.

Contact the Agency and the Agency will communicate with the Contractor.

5. What You Can Discuss Directly

During an accepted assignment, normal operational communication is permitted.

You may discuss tables, customers, menu information, allergens, venue layout, reservations, access, equipment, security, hygiene, health and safety, emergency matters and the result required from the agreed service.

6. Safety

You may always intervene where immediate action is reasonably required for health, safety, food safety, customer protection, security or legal compliance.

7. Role Changes

Do not materially change a Contractor's Service Category without contacting the Agency.

If you booked Waiter Service and later need Kitchen Porter Service, contact the Agency first.

The Agency will ask the Contractor whether they accept the change.

8. Additional Hours

Where a shift needs materially more hours than originally requested, contact the Agency.

If the matter is an immediate practical extension at the end of an existing shift, notify the Agency as soon as reasonably possible and ensure the Contractor is genuinely willing to continue.

Do not treat future additional hours as compulsory.

9. Complaints

If there is a problem with a Contractor, report the facts to the Agency.

You may address an immediate practical issue directly where necessary, but formal complaints, requests for replacement and requests that a person not return should go through the Agency.

10. No-SDC Assignments

Where an assignment is designated No-SDC, do not treat the Contractor as though you hold a general contractual right to control how the Contractor performs ordinary professional services within the agreed Service Scope.

You may define what service is required and communicate site-specific, customer, legal and safety information.

11. Direct Engagement

If you are thinking about employing or engaging an Agency Contractor directly, tell the Agency before finalising anything.

The Agency will explain the £300 Transfer Fee and Extended Hire options where applicable.

12. No Hidden Communication

Do not intentionally arrange Agency work, additional shifts, role changes or direct-engagement arrangements without informing Life in the UK AI LTD.

The Agency must have an accurate record of what is happening on each assignment.

13. Working Practices Reviews

From time to time, the Agency may ask you factual questions about how Contractors are actually working.

Please answer accurately.

These reviews form part of the Agency's compliance process.

14. Contact

All assignment changes and Contractor-related commercial matters should be sent to:

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management@lifeintheuk.ai
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