

contractors outlook⁺



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**Contracting in
the Pharma and
Lifescience sector:
Insights for 2019**

+PLUS

Competition Time

Summer 2019

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Contracting offers Flexible and Remote Working benefits

Government must introduce policy to protect the value Irish Professional Contractors create.



Jimmy Sheehan

In this edition we focus on the Pharma sector where we have seen huge growth in Contractor numbers over a number of years. But it's not just this sector where Contractor numbers are increasing. The way people work is changing, and for the better. More flexibility, less commuting and remote working are three benefits. Being self-employed lets you control the balance that works best for you. Unfortunately, read any news site these days and it's hard to avoid an emotive headline about bogus self-employment.

At Contracting PLUS we'll be the first to applaud any efforts to protect unskilled and low-paid workers who

are forced into self-employment. However, policy makers must look to independent and educated sources who understand the contingent workforce. They could, for example, read the ESRI report 'Measuring Contingent Employment in Ireland' and see very quickly that Ireland's level of contingent workers is below EU average and accounts for only 2% of total employment in Ireland.

Of this, 80% of the Contingent Workers are temporary. Freelancers (or Contractors) tend to be older, well-educated individuals who offer their services within professional and skilled labour markets.

Self-employment in all sectors cannot be treated in a similar way. Entrepreneurship and innovation are factors attributable to Ireland's corporate growth. The availability of skilled workers for 'projects' has been key to Ireland Inc. attracting Foreign Direct Investment.

The Centre for Research on Self Employment (CRSE) is the leading International think-tank working to improve the understanding of self-employment globally. They note that

while there has been huge negative press and focus on the freelance gig economy, the real action in the flexible labour market is actually taking place in the project-based economy.

Their report 'The Freelance Project and Gig Economies of the 21st Century' states that the project-based economy is five times larger than the gig economy.

So where to from here? Contracting PLUS have valuable relationships with both the CRSE and the authors of the ESRI report, among others. We are listened to by those who can influence policy in relation to the Contracting sector and we are continually working in the background to ensure professional self-employed workers are recognised as the valuable asset they are. We want to ensure that policy changes to benefit the vulnerable, don't wipe out an important and socially acceptable way of attaining flexible and remote working at the same time. 🇮🇪

Jimmy Sheehan is Commercial Director of Contracting PLUS and can be reached on (01) 611 0707 or jimmy.sheehan@contractingplus.com

Making Contracting Simple

Contracting PLUS is Ireland's premium provider of compliant Umbrella Companies and Personal Limited Companies for Contractors and Business Consultants.

Industry Overview: Pharma, Lifesciences and Med-Tech

According to figures from Enterprise Ireland, the total life sciences sector in Ireland employs more than 50,000 people and exports goods to a value of more than €45 billion annually.

Ireland is the number one European location for pharmaceutical and life sciences investment. There has been over €10bn investment in biopharma in a little more than a decade. The latest investment comes from Chinese biopharmaceutical company WuXi Biologics who announced plans for a €325 million manufacturing facility in Dundalk.

The Pharmaceutical, Life Science and Med-Tech sectors make an enormous contribution to the generation of wealth in the Irish economy and all have experienced significant growth in recent years as we can see from the following statistics.

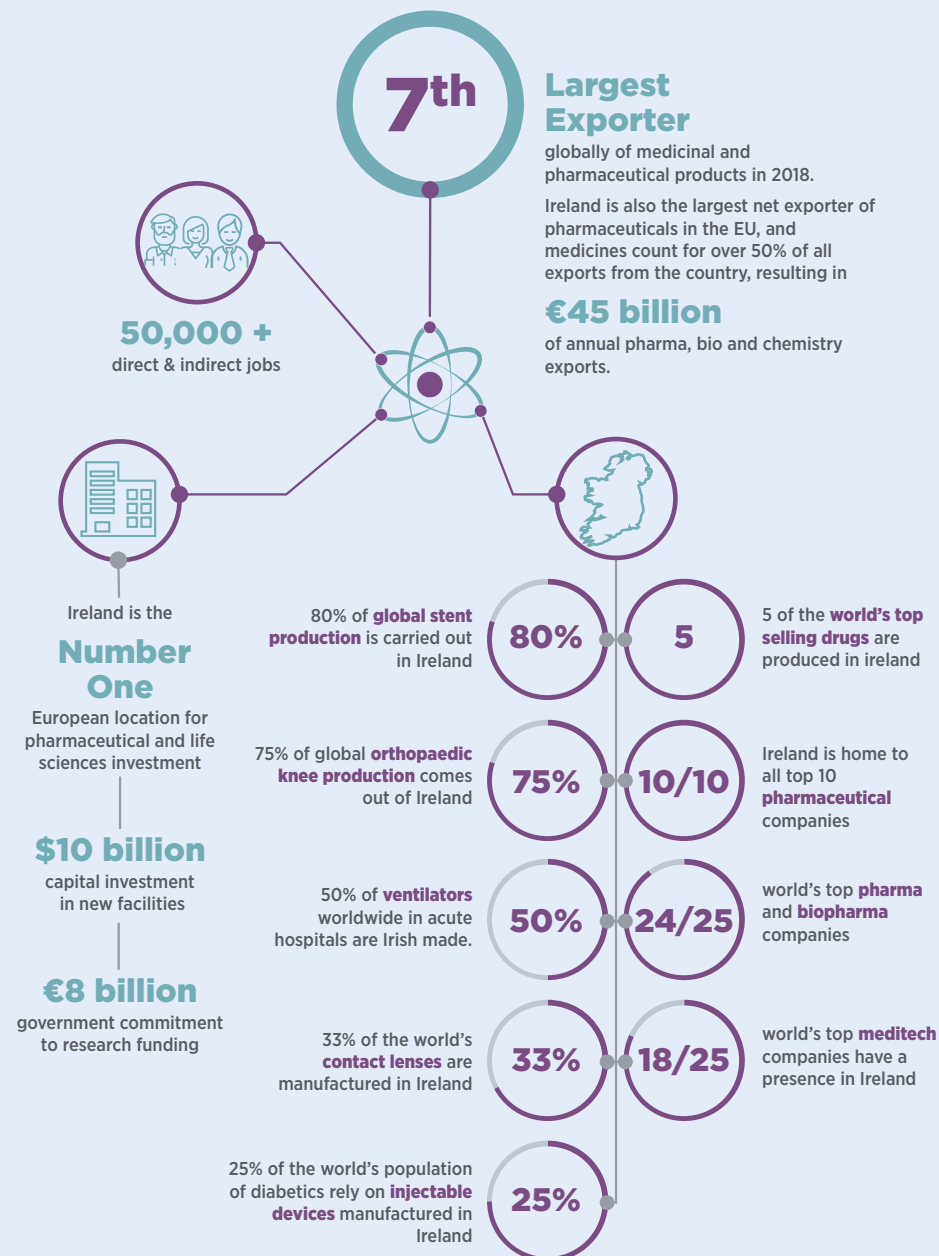
- Ireland is now home to all 10 of the top 10 global pharmaceutical companies;
- 5 of the world's top selling drugs are produced in Ireland, making Ireland the world's largest net exporter of pharmaceuticals;
- 24 out of 25 of the world's top biopharma companies have a presence in Ireland. There are 90 biopharma manufacturing plants in Ireland, 40+ of which are FDA approved, and 22 Biotech sites either built or under construction;

- 18 of the world's top Med-Tech companies now have a presence in Ireland. Ireland is a global leader in this sector;
- 25% of the world's population that have diabetes rely on injectable devices manufactured in Ireland;
- 50% of ventilators worldwide in acute hospitals are Irish made;
- 33% of the world's contact lenses are manufactured in Ireland;
- 80% of global stent production is carried out in Ireland;
- 75% of global orthopaedic knee production comes out of Ireland.

The State's policy and investments in STEM and support for innovation, has seen the med tech sector evolve at extraordinary speed moving rapidly from manufacturing of non-invasive devices to highly innovative invasive devices and drug combining devices.

Supports to drive this high end manufacturing and RD&I remain a policy focus for the government. A number of tax incentives relating to intellectual property and RD&I have been put in place to encourage further growth.

Ireland's position in global Pharma, Lifesciences and Med-Tech





Proposition Ireland

Ireland is geographically, demographically and economically positioned to take advantage of forecasted continued growth and investment in the sector.

- English-speaking eurozone;
- EU member with well-respected regulators;
- A collaborative environment between industry and academia;
- Competitive corporate tax rates;
- IP incentives;
- A highly-skilled and diverse workforce;
- A strong track record for foreign investors;
- A large number of ICT companies based here which creates great potential for future developments as the sector moves rapidly towards producing innovative customer-centric solutions.

Stability and Rapid Growth

Clearly Ireland's pharma, life science and med tech sector is broadly based and has developed significantly over the past five decades. It is among the most stable sectors in the economy with a record of continuous growth. Ireland is now firmly established as a world-leading centre of excellence. There has also been a surge in life sciences companies relocating their regulatory authorisations to Ireland in order to access the EU markets post-Brexit. Much of this is driven by EU regulatory requirements that necessitate an EU/EEA presence.

Looking to The Future

There are some concerns that the rapid expansion will contribute to further skills shortages in the sector. The current skills shortage is driven not only by the industry capacity expansion, but also by the changing technology which is driving a need for continuous change. The industry expansions underway are heavily automated — driving demand for automation engineers and engineers with experience in related manufacturing IT systems.

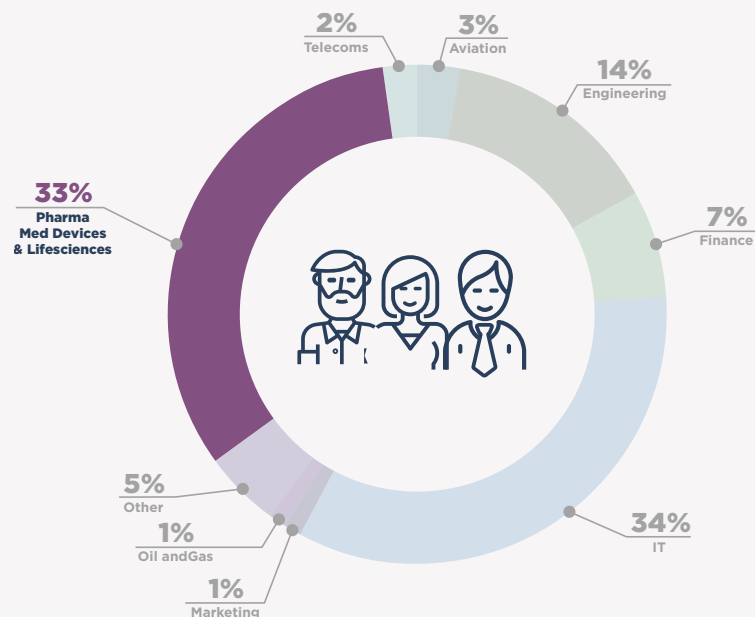
As facilities become more automated and complex, the teams required for their development, operation and support grows. The emphasis on knowledge management and the exponential growth in manufacturing and product/process data has given rise to new roles in areas such as data analytics and statistics as well as an increased regulatory focus on data integrity.

The changes to process and innovation in the sector also provides opportunities for those with IT and engineering backgrounds to make a career change, though they may require some upskilling. It is an exciting time to be a Contractor in this sector with plenty of opportunities and high daily pay rates for the right candidates.

Regional Spread

Unlike other sectors in Ireland which are to be found concentrated in the major cities, the life science sector has seen expansion countrywide, such as Wuxi in Dundalk and MSD's new Biotech facility in Swords, and major expansions in Carlow. There is no overdevelopment of just one

PHARMA SECTOR REPRESENTATION IN THE CONTRACTING INDUSTRY



location. This is largely due to the involvement of the IDA. Even counties such as Donegal and Cavan are seeing big job boosts from large multinationals like Abbott. This gives Contractors a great variety of work options across Ireland. Regional well paid roles

also make this sector attractive as rents and costs of living are significantly less, allowing Contractors keep more of their take-home pay.

How contracting in the Pharma sector relates to the contracting Industry as a whole


Female Contractors are strongly represented in this sector accounting for 24% of all Contractors (the average across all sectors 21%).

Contracting PLUS has seen the number of Contractors in the Pharma sector increase by 44% since 2015, highlighting the rapid growth in the sector. 73% of all Pharma Contractors are under 45 years of age. Once again these numbers confirm we are dealing with a new and exciting sector.

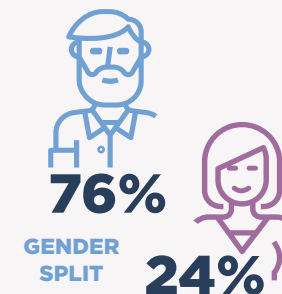
Ear To The Ground

Many European Contractors who previously considered the UK for employment opportunities are now looking to re-locate to Ireland. They are focusing their search for contract work away from UK due to the de-stabilising impact of the ongoing Brexit crisis. There is still much uncertainty surrounding future visa requirements and working permissions.

Talent availability is being reported as tight with daily rates seeing increases in the first quarter 2019. Interestingly the big Pharma companies are not always offering increased rates, but Contractors report the reputation of the company as one of the key criteria in the decision to take the role or not.

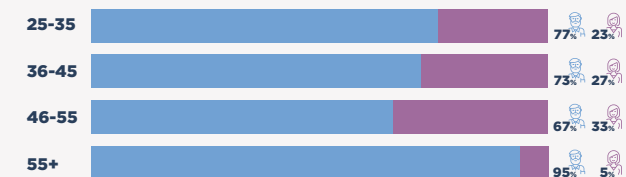
While the regional dispersal of Pharma jobs allows for many Contractors to avail of cheaper rents and therefore maximise their take-home pay, some candidates are not prepared to re-locate to very remote parts of Ireland. Younger candidates prefer placement in the cities, making roles in Dublin, Limerick & Galway easier to fill. 

HOW CONTRACTING IN THE PHARMA SECTOR RELATES TO THE CONTRACTING INDUSTRY AS A WHOLE



Female Contractors are strongly represented in this sector. The contracting sector in total has 21% female representation, at 24% female Contractors are over represented in the Pharma sector.

GENDER SPLIT % BY AGE GROUP



TOP 10 PHARMACEUTICAL AND MEDICAL DEVICE COMPANIES IN IRELAND	
	Diagnostics, medical devices, generic pharmaceuticals and nutritional
	Pharmaceutical and medical device multi-specialty health care company
	Medical devices
	Pharmaceuticals
	Pharmaceuticals
	Medical devices
	Healthcare & Pharmaceuticals
	Pharmaceuticals
	Pharmaceuticals
	Pharmaceuticals

Source: getreskilled.com

'Rent a Room' or Airbnb it?

A spare room can mean spare cash, but choose the best option for you and stay tax compliant.



Eva Byrne

Over the last few years, renting a room in your home through short-term rental platforms such as Airbnb has become very popular due to the daily rate that can be achieved.

However, all income earned through these short-term rentals is included in your tax return (after allowable expenses) and taxed at normal rates. So assuming you're already earning a decent income from your work, the money earned through Airbnb will be taxed at 52%!

As Airbnb Ireland are required by law to report all host earnings together with your name, address of property, billing

address and date of first booking to the Revenue Commissioners, its really important that your tax return reflects the information correctly.

When we are working on your personal tax return, we review the tax treatment and allowable expenses on a case by case basis as the Contractors' personal circumstances, not to mention the type of hosting, can change the tax treatment of the income.

Rent-A-Room Relief

Since 2001 this relief allows individuals to let out a room (or rooms) in their home and earn up to €14,000 annually tax-free.

We've set out some of the more frequently asked questions in relation to the 'Rent a Room' relief when our clients are trying to figure out the best option for them...'Rent a Room' or Airbnb.

Eva Byrne is Tax Manager at Contracting PLUS and can be reached at (01) 6110707 or eva.byrne@contractingplus.com

**This article has been carefully prepared, but it has been written in general terms and should be seen as broad guidance only.*



FREQUENTLY ASKED QUESTIONS IN RELATION TO 'RENT A ROOM' RELIEF

Q My contract requires me to live part of the week in a different location. Which home qualifies for the relief?

A The home where your friends will most likely visit you and where you receive correspondence would qualify for relief.

Q Can I claim the relief on my entire apartment?

A **NO:** Rent a room relief by its very title does not apply to an entire residence however it can include a self-contained unit within your home, such as a basement flat or converted garage, but not the coach house in the garden!

Q Can the room be advertised on Airbnb?

A **NO:** Relief only applies to rooms let on a long-term basis and is not available for rooms advertised through Airbnb or other online sites.

Q Can I deduct anything to reduce the rental income to ensure I am under the €14,000 limit?

A **NO:** The annual limit of €14k includes any additional charges such as laundry or food services. Be careful, if the gross rent is higher than the €14K limit, then the full amount is taxable after deduction of allowable expenses.

Q If I sell my home will I still get Capital Gains Tax (CGT) relief for my home?

A **YES:** Any gain you make on the disposal of your principal private residence (PPR) is generally exempt from CGT and won't be restricted because you availed of rent a room relief.

Q Do I need to tell Revenue about it?

A **YES:** You still need to record the exempt income on your tax return, and we can assist you in this regard. The due date is 31 October each year.

Stay Healthy for Contracting

Maximise your brain function and maintain consistent energy



Richard Burton

Staying healthy is important for all of us, but when you work as a Contractor and daily productivity is vital to a long and successful career, it really is important to stay on top of your health. Richard Burton shares his insights on what we need to do to stay healthy for work. Here are his five simple tips to help maximize your brain function and maintain consistent energy levels throughout the day.

“Some days it’s hard to be productive at work because we feel the body letting us down. Many people struggle through the day with low energy or digestive issues. The most common causes of low energy are poor dietary choices, eating habits, and unrelenting stress - often in combination”



Cut Sugar!

We’re always told that sugar provides energy. But even if we get a quick boost, the effect fades fast, leaving us drained and fatigued. We put wood on the bonfire - not petrol! Slow-release energy works best for bonfires and bodies.

The brain hates spikes and troughs in blood sugar. After a sugar-rich meal levels first shoot up, then plummet - along with energy - so the brain sends you off for the next sugar fix. Welcome to the famous blood sugar rollercoaster! Many people endure this joyless ride, day after day.

Protein dulls blood sugar spikes. Try switching sugar and refined carbs for protein rich foods. This stops the rollercoaster and helps optimise the brain for work. Protein rich foods have a higher nutrient density than refined carbs and sugar, so body and brain will be much happier.

Shrink Portions

Energy slumps between meals could simply be down to portion size. A big lunch will divert more blood from brain to gut, and you can get quite sleepy as a result (think Christmas dinner!)

Test if portion size is a problem by going with a smaller meal, or foods that are lighter to digest, like salads. Combining smaller portion size with less refined carbs and more protein foods might improve energy levels even more.

Choose Quality over Quantity

We can’t release energy from foods without vitamins and minerals, but there’s little of these essential nutrients left in many common foods. Sugar, a nutrient desert, accounts for about 20% of calories in the average Irish diet, while breads, pastries, buns, cakes, biscuits, pasta, pizzas, wraps, etc are all made from refined white flour, another nutrient wasteland.

Try eating more 'real' whole foods for a few weeks, while cutting down on sugar and flour based products. Track your energy levels over this time - keeping a food & mood/energy diary is very useful.

Stay Hydrated

If you've suffered dehydration before, perhaps on a tropical holiday, you will have felt how it drained your energy. Did you know that only 1% of the molecules in your body are not H2O?

Everybody is dehydrated first thing in the morning. A common mistake is eating breakfast without correcting this, because digestion demands lots of fluid. As well as impairing digestion itself, dehydration draws fluid away from other tissues, including the ever-sensitive brain. This can deplete energy for hours.

Solve the dehydration issue once and for all by creating a simple new ritual - drink water before each and every meal! About 1 pint before breakfast and 1 glass before every other meal. (More if thirsty, of course). Most important is to fully rehydrate first thing in the morning.

It might take a while to get this new hydration habit installed. Be patient - it's worth the energy!

Relax to Eat

The unrelenting stress of modern life can weaken body systems and undermine health in many ways. With so many parts and functions, the digestive system is particularly vulnerable. Where relaxation switches on digestion, stress turns it off.

Fear, anxiety, anger, worry, hurry, tension - they all keep the body in 'fight or flight' mode. Chronic stress prevents us being able to digest food properly, recover fully after work, or benefit from the refreshing, restorative sleep we so badly need.

Eating when in a relaxed, hydrated state promotes digestive strength and harmony. When problems persist, the main culprit often turns out to be stress. Mouth ulcers,

HERE'S THE RECIPE FOR RELAXED EATING, TO IMPROVE DIGESTION AND ENERGY:



1 Drink a full glass of water (2 before breakfast) - ideally 10-15 mins before eating. This supports digestive secretions.



2 Draw several slow, conscious breaths deep into the belly. This is the best 'biohack' to enter relax-mode - before eating or at any time.



3 The stomach doesn't have teeth! More chewing = less indigestion. Fast eaters often have digestive problems. Chew each mouthful fully and take more time over your meal.



4 Focus your attention and senses on what you are eating. Be grateful, appreciate and enjoy your food.

heartburn, reflux, indigestion, bloating, gas, cramping, IBS - digestive problems usually improve quickly when we learn systematically to relax both before and during eating. 🍴

Richard Burton is CEO of the Irish Institute of Nutrition & Health (IINH), which he founded in 2002. The college offers part-time programmes in Nutrition & Health Coaching and Nutritional Therapy with globally recognised qualifications. Online or blended learning study options. www.iinh.net

Contact him directly at richard@iinh.net www.iinh.net



RECIPE+

Lunch Box Muffin Caprese

Makes 6 large Muffins



Ingredients

- 6 eggs
- 250 grams buffalo mozzarella, lightly torn
- 50 grams Parmesan
- 120 grams cherry tomatoes, sliced
- 20 grams fresh basil, lightly torn
- Himalayan salt and freshly ground black pepper to season

Method

1. Place eggs in a bowl and season. Whisk lightly and mix in mozzarella, parmesan, tomatoes and basil. Season to taste.
2. Prepare muffin tin, line with large muffin cases. Carefully pour the egg mixture into the muffin cases.
3. Bake in oven @ 160C until set and golden, 15-20 minutes.
4. Delicious hot or cold. Serve with mixed baby leaves or simple green vegetables and a drizzle of olive oil.

This is a great basic recipe and you can experiment with it. Try adding peppers, spinach, grated cheese and cooked ham.

NUTRITION (per serving)

CARBS	PROTEIN	FAT	FIBRE
2.1g	28g	25g	1.9g

Maggie's Supermarket Dash for Brain Power

Preparation is the key to success when it comes to eating for health, energy and brain power!

However we all know in the real world it's difficult to be prepared all the time. So if you're caught out here's Maggie's advice on the best options to keep you going on days where the planning all went a little awry.

Try Maggie's healthy lunchbox recipe suggestion on page 9 - Muffin Caprese, tasty and packed full of protein to keep you feeling full and energised all day. 🍷

Maggie Lynch is head of Cooking at the Institute of Health and Nutrition and is a qualified chef with a passion for tasty nutritious foods.. Contact her directly maggie@iinh.net



SUPERMARKET DASH A WEEKS' WORTH OF GOOD CHOICES YOU COULD EASILY BUY FOR LUNCH FROM YOUR LOCAL CONVENIENCE SHOP.

MONDAY



Oat cakes or wholemeal bread with cream cheese, and smoked salmon

TUESDAY



Pre prepared salad bowl with chopped veg and chicken legs from hot deli counter, and balsamic vinegar
(try and keep dressing at work if possible)

WEDNESDAY



Wholemeal pitta, tinned mackerel or tuna
(Salad from deli, avoid those with heavy salad dressings, go for broccoli, grated carrot, salad leaves, boiled egg, beans/corn, lentils)

THURSDAY



Soups (from fridge section) with wholemeal bread, spelt/rye bread
(if you have microwave at work)

FRIDAY



Natural yoghurt with berries, chopped banana, add small pack of nuts or seeds



Get Mortgage Ready

How to best prepare for a mortgage application as a professional Contract worker



Kevin McNerney

Firstly, the notion that you are not able to get a mortgage as a professional Contract worker is completely untrue. We have helped many people in this position over the years to achieve their dream of owning their own home. In fact, with the increase in the number of companies preferring the option of Contractors in recent years, the banks are actually becoming more flexible around the area of Contractors looking to get a mortgage.

Getting a mortgage as a Contractor is no different really when compared with an employee. In fact,

a Contractor may be in a position to borrow more as you are likely to be earning more than as a permanent employee. You still need to get all of your documentation in order, prove that you can meet the monthly repayments for the loan amount that you qualify for, and show that you have the deposit required available to you.

What's Different for Contractors


Where it differs is just around showing the sustainability of your income/employment as a Contractor. Banks do give mortgages to Contractors but there are certain things they like to see in place:

- You need to have been contracting for a minimum of 12 months and have previous contracts to back this up
- You should have more than 6 months remaining on your current contract, or if less than 6 months then a new contract offer in place for when the current one ends.
- That you are working in a skilled/professional role in a secure

sector with long term prospects of further contracts being offered

- That you have a CV showing experience of working within the industry and qualifications achieved that are relevant to the role

Getting Organised

If it is your intention to apply for a mortgage within the next 6-12 months then my advice would be to get the right advice as soon as possible. As a Mortgage Broker myself, I meet with people on a daily basis to help them prepare and become "mortgage ready" so when the time comes for them to apply, all of the right paperwork is in order; they have shown sufficient earnings at the level needed; and also that they can prove they can afford to pay the mortgage each month. 

Kevin McNerney is Director of First Rate Mortgages and specialises in assisting Contractors with their mortgage applications. For more information you can contact Kevin directly at kevin@firstrate.ie www.firstrate.ie



**FIRST RATE
MORTGAGES**

TOP TIPS

1. **Be organised:** start keeping copies of your bank statements, loan and credit card statements, contracts, payslips, tax returns, proof of address, etc.
2. **Reduce your personal debt and borrowings as much as possible.** The less short term debt you have at the time of application means the more you can borrow on a mortgage.
3. **Show that you can afford the monthly repayments on the proposed mortgage.** This is done by way of recent rent and/or savings and would need to be evidenced for at least 6 months.
4. **Have a good credit history.** You can check your credit rating online with the Irish Credit Bureau (www.icb.ie) or with the new Central Credit Register (www.centralcreditregister.ie) to make sure that there are no surprises that could prevent you from getting a mortgage
5. **Minimise excessive spending.** Try to demonstrate prudent spending in your accounts and have no online gambling.
6. **Show that you have an adequate cash deposit available from your own savings.** Banks are fine with people getting a gift or availing of the Help to Buy grant but they still like to see that people have gathered some level of a deposit together themselves to put to the deal.

Small Benefit Scheme

€500 Tax Free every year



Chris O'Callaghan

One of the benefits of being an Independent Contractor is the ability to claim business expenses which helps to maximise the amount of money in your pocket.

Under the Small Benefit's Scheme, you can receive a non-cash payment of up to €500 every year, tax free!


As the payment must be non-cash, the most common way to avail of the scheme is through purchasing a voucher.

Vouchers offer a flexible way to pay for things you were likely going to buy anyway. There's no restriction on which store or which service the voucher can be purchased from.

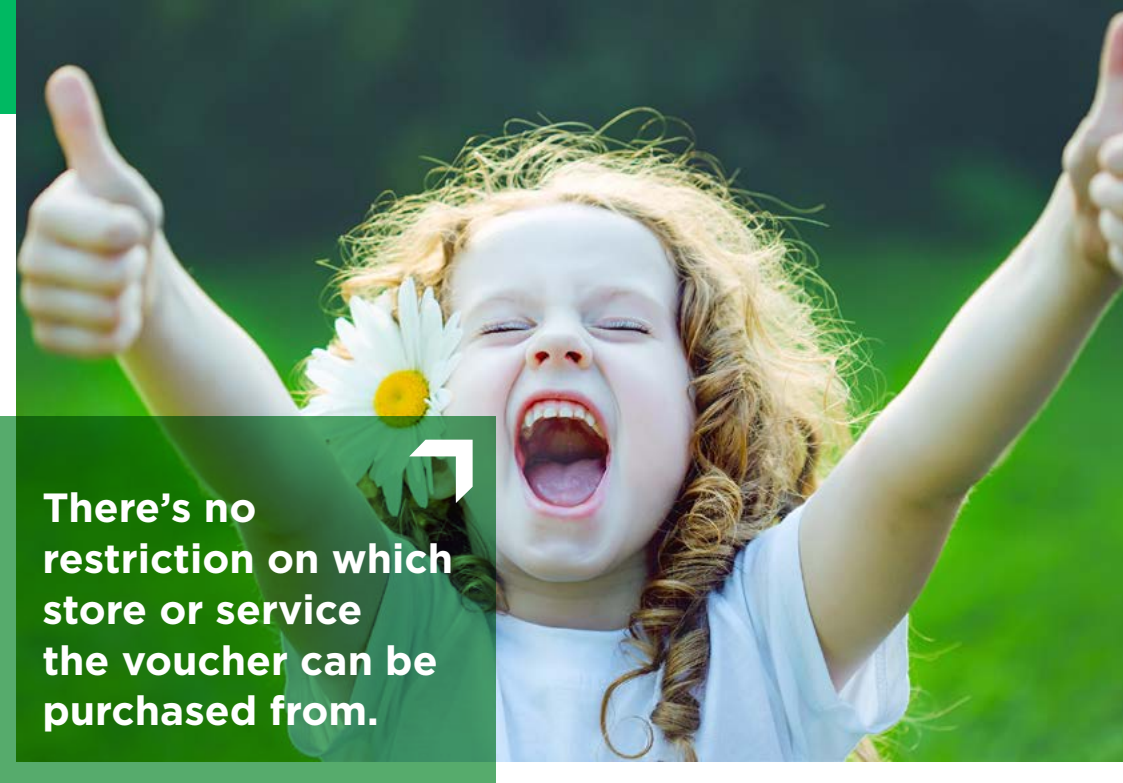
The only caveat in this is, although there is an upper limit of €500 on the voucher value, you can only receive one voucher tax free each year. So if you buy a voucher for €100 for 'Shop A', that's your tax-free voucher purchase for the year. The other potential tax free €400 is essentially lost.

If there's nothing you need to buy in the immediate future with a value of €500 or more, then the smart option might be to opt for a voucher which is accepted at 100's of stores nationwide. Contracting PLUS work closely with Me2You to make this as easy as possible for you.

CLICK HERE to order your Me2You card using the dedicated web-portal

If you have questions your Dedicated Account Manager will be happy to help. Direct contact details are in your MyContractingPLUS portal, or alternatively call the general office number 021 4839339. 

Chris O'Callaghan manages the team of dedicated account managers in Contracting PLUS. He can be reached at 021 4839339 or chris.ocallaghan@contractingplus.com



There's no restriction on which store or service the voucher can be purchased from.

WHAT YOU NEED TO KNOW...

The amount of the voucher is **limited to a maximum of €500**.

The Voucher can only be purchased once a year for each individual – **you cannot buy multiple vouchers throughout the year to the value of €500**, so it makes sense to avail of the full €500 to maximise the tax relief you receive. (If you are paying the higher rate of tax and USC, you'll receive tax relief at 52%).

If you choose to buy a different voucher other than the Me2You voucher that's perfectly okay. However, **you'll need to get a receipt made out to the Umbrella Company** when you buy it. Your Dedicated Account Manager will then process this as a business expense through your payroll.

There's no date restriction on when you can purchase the voucher – anytime between January 1st and December 31st is okay so you can avail of this at the most convenient time for you during the year. However, 100's of companies all over the country tend to leave this until the last 2 months of the year which slows down delivery. We recommend buying earlier so you have the card when you need it.



Win a €500 Me2You Voucher

Contracting PLUS has teamed up with Me2You to offer you a great opportunity to win a €500 Me2You voucher. The small benefits scheme is a real bonus for Contractors, and using your allowance is a must. So why not do it now and be in with a chance to get another €500 Me2You voucher absolutely FREE!!!

How to Enter

Simply order your €500 Me2You voucher before September 6th under the small benefits scheme (remember it's tax free!!) and you will be entered in a draw to win another Me2You voucher worth €500.

How to order your voucher

Ordering your €500 voucher is simple, simply call your Dedicated Account Manager and they will be happy to organise your voucher for you. Or [CLICK HERE](#) to place your order directly,

Great Places where you can redeem your voucher

Remember your voucher can be redeemed in 100's of retail outlets nationwide. Now is a great time of year to avail of the small benefits scheme. A tax efficient way to make your spending go further.



Going on Holidays use your voucher to buy something nice in The Loop at Dublin Airport. The voucher can also be used to book hotel breaks in Ireland.



How about maximising your Back To School funds. Vouchers accepted at Easons, Tesco, Clarks, Lifestyle Sports to name but a few.



Me2You gift vouchers are accepted in Brown Thomas, Arnotts, TK Maxx, Pandora. There is literally a partner store for all your favourites.

Whatever you spend it on remember it is €500 tax free and it's a great way to maximise your take-home pay.

www.me2you.ie



Over 4,500 Stores Nationwide

Contracting PLUS Customer Service Charter



Jeanne Murphy

Contracting PLUS are committed to continuously monitoring and improving how we serve you to ensure a high quality experience for you. As part of this commitment, we have created the Contracting PLUS Customer Service Charter which sets out the level of high quality service you should expect from us.

As part of our “Customer Advocacy” program a small group was set up to create this Customer Service Charter. This team took time to deliberate over the Charter to make sure it reflected our company values and that we remained true to these. Thank you to Declan O’Callaghan, Joe Fahey, Julie Williams, Kay O’Connor and Michelle McManus. 🇮🇪

Jeanne Murphy is Client Relationship Director with Contracting PLUS and can be reached on (021) 48 39 339 or jeanne.murphy@contractingplus.com

“Our job is to enable you to do yours with ease”



What Does Customer Service Mean in Contracting PLUS?

- That you, as our customer, feel valued, through our interaction and manner of providing an individual tailored service to meet your needs. With this in mind, we are on hand to deliver a clear and concise response to your queries, with minimum delay.
- We aim to give you peace of mind by passionately delivering a professional and quality service through a compliant solution.



What Can You Expect From Our Services?

- You can expect a professional, friendly, and approachable bespoke service by us, responding to your calls and queries within a 4 hour response time.
- Consolidation of your taxation and financial requirements, allowing you to focus on your life outside of contracting.
- Guidance and support through your contracting career.
- Keeping open lines of communication and welcoming your feedback for continuous improvement.



What is our Commitment to You?

- We are committed to being your champion, to support and lobby on your behalf, and to make sure contracting is given the credence it deserves.
- Keeping up to date with legislation and informing you of any relevant changes.
- Ensuring you receive a confident, professional and trusted service by supporting the internal development of our people.
- Enhancing our service and your contracting experience, through innovation and technology.

Contracting PLUS Customer Charter Team



Declan O’Callaghan



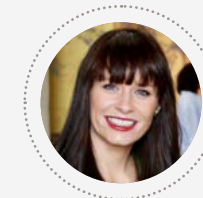
Joe Fahey



Julie Williams



Kay O’Connor



Michelle McManus

Win a GOOGLE Home Speaker

Giving you Great service and a Simple life is what Contracting PLUS is all about. Tell others about your experience with Contracting PLUS by posting a Google review and be in with a chance to win a Google Home Speaker.

Simply post your Google review to be in with a chance to win.

How to Post a Google Review

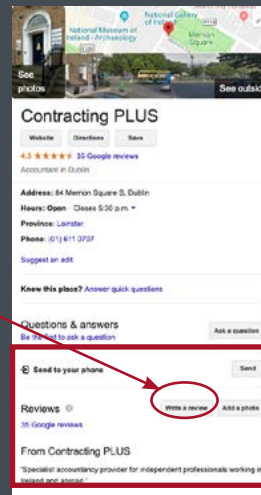
1. [CLICK HERE TO WRITE A GOOGLE REVIEW](#)
2. Click on write review
3. Click on pencil icon to write review
4. Click Submit

All reviews received prior to September 6th 2019 will be included in the draw. The winner will be contacted directly and announced in the next issue of Contractors Outlook.

We are here to assist you in every way we can, and with many of our Contractors working from home we think this prize could make your life even simpler!

April Competition Winners

Congratulations to Catherine Whitty (pictured) winner of the €500 Blue Book voucher (presented by Chris O'Callaghan Manager of the Team of Dedicated Account Managers in Contracting PLUS) and to Caroline Togher winner of the Google Home Speaker.



Why I love Contracting

We asked you and here's what you said...

"I love the freedom contracting affords me, I appreciate the control I have when choosing an environment to work in"

"Contracting means Not having the pressure of the 'corporate ladder' to climb, this has allowed me to be more frank with management, since my interest is solely focused on my projects succeeding and not gaining promotional leverage"

"Contracting has afforded me the ability to spend more time with my family and friends than when I was a permanent employee"

"The Contracting environment brings a less static feel allowing for better relations and in my experience none of the office politics that can come with a permanent role"

"Contracting gives you the experience you need to ask for higher rates and better contracts each time you go for a new role or project"

"Contracting has provided me with huge personal development opportunities. I have frequently upskilled and self-taught myself to work in different fields gaining exposure to new systems and work methods"

"There are so many options in contracting, and joining the world of flexible work means you are not forced to fit into a mould or meet the status quo. There are few greater feelings of self-achievement than when you have power over your own work/life balance"

"Contracting allows me to pick the projects which appeal to me and gain valuable experience in diverse settings, while allowing me the flexibility to take time off to pursue my own interests and hobbies"

"Contracting offers the following benefits, no office politics, greater flexibility, no glass ceiling, more holidays and time off and best of all increased income potential"

"Contracting offers the combination of high earning potential, flexibility and the opportunity to learn on the job. Setting your own agenda is priceless"

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Talk to our Solutions Team to determine the best solution for you.

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