

WELCOME BOOK

Welcome from the CEO



“My name is Brett Riley, founder and CEO of Itarmi, and I want to personally welcome you onboard and help you understand our journey, our mission and our vision for the future.”

For me, the ultimate goal has always been this: to change people's lives for the better. From Itarmi's inception in 2017, with a handful of engineers and a head full of ideas, right up until now, with a pool of well over 1000 engineers delivering into 170+ countries, our ambition has been driven by a desire to make a positive impact; not only on the IT world as a whole, but also on each and every individual that uses our service.

By connecting businesses with great engineers quickly, easily and directly, we are cutting out the middleman and completely transforming IT service delivery. There is no doubt that our success is down to our engineers; skilled and passionate professionals who work every day across the globe to uphold our excellent level of service, so I feel truly honoured to welcome you to the team and continue changing the way that IT services will be delivered for years to come.



Brett Riley

Introduction to Itarmi

Itarmi was founded on the belief that businesses across the globe should have on-demand access to fantastic IT professionals, and that these professionals should be able to work on diverse, stimulating and rewarding assignments – as and when they wish. By combining our unrivalled experience in managed IT services, a highly sophisticated digital platform and our core values of integrity, transparency and innovation, we have been able to make this belief a reality and achieve our mission: to revolutionise IT service delivery.

The Itarmi online platform was expertly developed from the ground up, drawing on our extensive industry knowledge to ensure that every user's needs are met. Using the latest software, we are able to deliver the highest quality IT support services directly to end customers whilst allowing our engineers to work smarter, earn more money and take control of their work patterns to have a better work-life balance. What's more, to allow full flexibility, the platform was designed to be both device and hardware agnostic, meaning that you can work from any device anywhere in the world.

By signing up today and joining our ever-growing pool of outstanding engineers, you will soon be delivering technologies from Cisco, HP, Samsung, Nokia and many more for the world's largest retail, pharma, telco, banking, automotive and manufacturing companies. We are constantly working on new projects, gaining new clients and expanding to new regions, so there really has never been a better time to join the team.



Platform

For a full guide on how to sign up and receive assignments on our platform, please refer to our Engineer Platform Guide that can be found on our website. For now, we would just like to specify the details we will need from you in order to verify you as an Itarmi engineer.

- Full name & Contact details
- Profile photo – face must be clearly visible
- Driving license – yes/no
- Bank details – you must be the account holder
- Address – company or personal
- CV & ID document
- Right to work document – if you are not working in your country of birth
- Skills & Certifications – it is essential that you provide as much detail as possible so we can match assignments with your skill set

If any of the information listed above is missing from your profile, we will not be able to offer you assignments. For this same reason, it is also important to make sure that all information is kept accurate and up-to-date.

Onboarding

As part of our commitment to being the leading platform for IT engineering services, you must complete our vetting processes before taking on assignments through our platform. Our onboarding team will assist you with any questions you have. Our processes are also designed to maximise work opportunities for you by enabling us to skills match you with assignments through our platform.



Terms And Conditions

We know that the legal stuff can be complicated, so we have tried to make it readable. This includes the terms and conditions that apply to your assignments and your use of the Itarmi App, as well as policies on data privacy, information security and other important areas. These documents are available through our website and on the Itarmi App under Help/About in the menu – please read them, and we recommend that you save a copy for reference. We update our terms and policies on a regular basis, so please make sure you check back from time to time.

Payment Terms

Invoicing Process for Engineers

When to Invoice

- Engineers may invoice immediately upon receiving an ESTAT/PSTAT number.
- For bulk invoicing, multiple ESTAT/PSTAT can be grouped on one invoice.

! Important: Do not submit multiple invoices for the same ESTAT/PSTAT

Estat/Pstat Availability

- An ESTAT/PSTAT statement covers assignments completed and verified by Itarmi
- Operations from Monday to Sunday of the previous week.
- Weekly ESTAT/PSTAT statements are available every Wednesday morning via Podion and the Itarmi platform/app.
- ESTAT/PSTATs only include verified assignments
- Itarmi aims to verify all assignments within 2 business days of completion, unless issues or escalations arise, in which case you will be notified.

Invoice Submission Requirements

- Must be submitted to **engineer-invoices@itarmi.com**
- Invoices must include:
 - Correct ESTAT/PSTAT reference number
 - Detailed cost breakdown
 - Accurate bank account details (name, account number/IBAN, SWIFT/BIC/routing code, payment currency)
 - Any receipts for pre-approved expenses or equipment must be uploaded to the assignment within 48 hours of the work completion.
- Billing is calculated in 15-minute increments only. Rounding to the hour is not allowed.
- Must be in the payment currency specified on the engineer's profile.
- Invoices must be submitted within 30 days of work completion. Late submissions will not be acknowledged or reimbursed.

Payment Process

Invoice Processing

- Upon receipt of a valid invoice (Amount Podion and the Itarmi platform/app), Itarmi Accounts sets a 30-day due date from the invoice load date.
- Invoices are typically loaded within 24 business hours of receipt (subject to volume and timing).

Weekly Payment Cycle

- Invoices due by COB each Tuesday will be included in the payment run for that week - Invoices due Wednesday, Thursday Friday, will be included in the payment run the following week.
- All invoices due under the weekly payment cycle will be processed on Fridays.
- Invoice payment dates can now be checked via the Podion app

Payment Method

- Payments are processed via Revolut.
 - Revolut-to-Revolut payments are instant and fee-free.
 - Consider opening a Revolut account to speed up payments.
- Itarmi covers its own bank fees; engineers may incur fees from their own banks.
- Payment lead times align with local banking practices.
- Following Friday processing, payments may take up to 72 business hours to reach the recipients bank account.

Please note – we will only respond to queries on payments after 72 business hours has lapsed, based on the Friday processed payment date.

Expenses & Equipment Reimbursement

ALL Eligible Reimbursements

- Must be pre-approved by Itarmi.
- Receipts must be uploaded to the assignment.
- Claims without receipts will not be reimbursed.

Equipment

- Only reimbursed if:
 - Pre-approved
 - Non-standard, specialist tools not included in Itarmi's standard toolkit

Travel

- Car travel reimbursed per government mileage rates.
- Fuel costs are only reimbursable for travel exceeding 30 miles and must be approved in advance.

Taxes



- Itarmi will not pay foreign taxes unless pre-approved by the Finance team.
- Only UK VAT applicable for VAT-registered.

Payment Terms

Important Reminders

- Incorrect/incomplete bank details may result in payment delays or failure.
 - Engineers are responsible for any charges related to failed payments.
 - Itarmi will wait for returned funds (may take 2–3 weeks) before reissuing payment.
 - Itarmi reserves the right to deduct costs from failed payments due to incorrect details provided.
- Ensure your bank details and payment currency are correct in your Podion profile.
- Engineers must follow Itarmi's Invoice Instructions and adhere to Payment Terms to be eligible for payment.
 - Refer to the [Invoice Instructions](#) and [Foreign Exchange Policy](#).

Management of Engineers On-site Time

Adhering to these guidelines is essential for ensuring smooth billing operations and avoiding discrepancies. To prevent billing queries, **it is crucial that the start and end times recorded** in our app aligns with the agreed-upon terms for the assignment. Any deviations from the agreed schedule must be approved in advance to avoid complications.

To ensure everything runs smoothly, please follow these steps:

- **Pre-Assignment Confirmation:** The time required on-site will be discussed with you prior to receiving the assignment. The time within the assignment, will reflect what has been agreed.
- **Requesting Additional Time:** If more time is required, please notify ITARMI while you are still on-site. Unless additional time has been agreed with you in the pre-assignment confirmation.

This can be done in one of two ways:

- Directly contacting us.
- You can request additional time through our app, which must be approved prior to the work taking place for the additional cost to be chargeable.

Expense Management: Additional expenses (e.g. transport costs) must be approved before an assignment is carried out, otherwise reimbursement cannot be guaranteed. Receipts must be provided for all expenses aside from those that are classed as informal e.g. motorcycle, taxis or rickshaws. Itarmi must be notified if any costs are incurred on site.

+Assignment Verification: Assignments will be verified within 2 business days from completion.

Invoice Accuracy: Invoices must match the costs recorded in the app and must include the relevant ESTAT/PSTAT reference. These features are designed to minimise administrative tasks and prevent billing delays, ensuring timely compensation for all parties involved.

Responsibilities

- **Professional Conduct:** Engineers must behave professionally and follow the customer's rules while onsite.
- **Compliance with Policies:** Engineers must adhere to all safety, security, and operational procedures, as well as applicable laws and customer policies.
- **Prohibited Activities:** Engineers must avoid illegal activities and disruptive behaviour, with violations potentially leading to removal or termination of the agreement.
- **Use of Facilities and Equipment:** Engineers may only use the customer's equipment with authorization, and any damages will be the engineer's responsibility.
- **Indemnity:** The engineer will indemnify Itarmi and the customer from any claims or damages resulting from engineer's conduct while onsite.
- **Insurance.** You will, at your own cost, maintain in force insurance with reputable insurers that covers third party losses and claims up to a reasonable amount proportionate to the scope and value of your assignments, but no less than one hundred thousand (100,000) to cover potential losses arising from your assignments.
- **Prohibition on Direct Negotiations:** Engineers are not permitted to negotiate or solicit work with the customer without written authorization from Itarmi. Engineers are responsible for ensuring that they only complete what is in-scope at the request of Itarmi, not the end customer.

Acceptable use of Social Media

Intellectual Property Protection

Respect IP: Users must not post, share, or distribute content that infringes on the intellectual property (IP) rights of others.

Proper Attribution: Users must ensure proper attribution and have the necessary permissions when using third-party IP.

No Unauthorized Use: Unauthorized use of trademarks, logos, or copyrighted material is prohibited.

User Responsibility: Users are responsible for their posts and liable for any IP.

LinkedIn: @ITARMI | @ITARMI Engineer **Twitter:** @ITARMI_HQ **Instagram:** @itarmi_hq

Code of Conduct and Suspension

Suspension: A period of time in which account access is withheld from an engineer for breaching specific terms as set out within the Itarmi Conduct article:

Itarmi Conduct

Engineers agree to:



1. Provide their services in relation to a Job in accordance with any performance dates or timeframes notified to the engineer by Itarmi or as may be agreed from time to time.
2. Provide high-quality services when completing an assignment at all times.
3. Cooperate with Itarmi and any other third parties in all matters relating to an assignment and comply with all reasonable instructions given by Itarmi .
4. Complete an assignment with Itarmi's best interests in mind and not undertake any activities which may in any way harm Itarmi's or the Client's business or reputation, including (but not limited to) maintaining strict confidentiality of all Client data. This includes, for example, excluding reference to any Client names on social media or external review sites (e.g. Trustpilot, Glassdoor), and not downloading or sharing Client data captured during assignments.
5. Refrain from contacting a Client directly in relation to an assignment without Itarmi's prior written consent.
6. Maintain professional conduct at all times, including before, during, and after undertaking an assignment, in interactions with the Client, the Itarmi team, and fellow engineers.
7. Refrain from assignment hoarding or assignment cancellation unless otherwise agreed with Itarmi in writing.
8. Keep and maintain accurate and up-to-date records of all information relating to completed assignments, and provide any information and/or reports reasonably requested by Itarmi promptly.

Contact Information

General queries – engineers@itarmi.com

Assignment queries – resourcing@itarmi.com

Invoices / Payment queries – engineer-invoices@itarmi.com

Platform queries / feedback – platform@itarmi.com

Escalations – escalations@itarmi.com

Data protection / Terms / Security – compliance@itarmi.com