Whitehall

Contractor Passthrough Service

www.whitehallresources.com

Introduction

Whitehall's Contractor Passthrough Service was launched in 2013 in response to a growing demand from our clients. They wanted a service that reduced the time, resource and spend required to manage their contractor base. Since then, our experience has resulted in double-digit growth year-on-year, while our "Dun and Bradstreet" rating remains at the top 1% of all UK companies.

Our team has the processes, governance, systems and scalability to deliver against your contractor needs, offering a personal, people-focused and solution-oriented service. We tackle the challenges of unfavourable terms, unapproved vendors, and contractor engagement and onboarding, allowing you to focus on what you do best.

We pride ourselves on being a partner to our clients, not just a provider; securing you the SAP and technology consultants of the highest quality through exceptional service.



Simplify Contractor Onboarding

Whitehall's Contractor Passthrough Services simplifies the entire contractor journey, saving you valuable time, money and resource. Because we take care of contractors and vendors for you, you can focus on your core business.

Some of Our Partners

Capgemini · accenture · TATA · LTIMindtree · Experis ManpowerGroup

What we do

Our bespoke and agile service is tailored to suit your needs, including your onboarding requirements. We meet all government compliance standards and perform background checks as required.

We protect you under a single set of terms you can trust, an engagement model you can rely on and ensure that your business can onboard contractors without the cumbersome administration that comes with paying contractors directly.

We're big enough to cope, but small enough to care.

We currently have over 65 full-time, dedicated members of the team and have been trading for 18+ years. During that time, we built a business recognised by The Sunday Times, 'Best Small Companies to Work for' and have a turnover in excess of £93m.

As we've grown, we've continued to emphasise that our clients, candidates and colleagues matter.

> "Quality and response times are essential, and Whitehall Resources have been a highly valued partner and assisted our delivery capability over many years to great success." - **Vice President, Capgemini**

Continuous Improvement

It's important that we listen to our contractors as well as you, our client. We utilise feedback surveys, consultant to contractor calls and face to face meetings to gather information. We use this data to ensure our processes and customer service continues to be as effective and helpful as possible.

We can transition incumbent contractors and suppliers to ensure that risk is reduced and service improved. We manage contact with a plan to minimise disruption to business for key resources but replace and migrate others at agreed junctions to clean up your contractor and supplier ledgers.

We engage contractors as our own and you benefit from a service improvement, with happier contractors who are paid more frequently. We manage your extensions pro-actively and communicate them effectively.

Our service saves you on admin and we act as a buffer for any issue or problem resolutions. You can have peace of mind knowing that we provide indemnity against any co-employment risk and potential upward tax liability.

Over **1350 contractors** have been managed through our passthrough service **across 16 countries**

We Care About Compliance

We offer a bespoke contractor service that meets all your finance, compliance and administrative objectives. We provide all contractors with exceptional customer service and all calls and queries are answered by well-trained experts ready to provide support.

We have strong policies and procedures in place to ensure that we remain compliant from onboarding contractors right through to exit management. We pay all our contractors on time, every time.

Because our clients include the Home Office, HMRC, the MOD and various local authorities and police forces, mistakes are not an option. Having been audited by several clients for whom we supply into security-cleared environments, we've always scored 100%.

It's essential that businesses adapt to changes in legislation to remain compliant. We offer advice and guidance on upcoming changes such as co-employment risk, IR35, off-payroll, the Criminal Finance Act, and AWR.

We provide you with access to workshops on the latest legislative changes to help you better understand the changes, their impact, and formulate a plan to minimise disruption and risk.

> "Whitehall Resources have been nothing short of exceptional. My account manager ensured that the whole process went smoothly, from initial engagement to having the contract in my hands; every step of the process was well communicated, professional and timely." - **Home Office, Cleared Middleware Build Specialist**

Ministry of Defence

HM Revenue & Customs

Home Office

Whitehall

Whitehall | The people behind exceptional people.

Recognised for Quality

When you choose to partner with us, we represent you: your brand, ambition, and values - we take that responsibility seriously.

Our objective is to understand you, your requirements, and your project to identify the perfect talent match. The more we invest in our partners, and they invest in us, the more successful we will both be.

Since our inception we're proud to have been recognised for several awards and accreditations.



Awards

- The People's Platform Award, 2023
- Recruiter Fast 50, 2012-2013, 2018, 2022
- Sunday Times Top 100 Best Small Companies to Work For, 2017-2020
- Best Companies, 3 Star "Extraordinary", 2017-2020
- Sunday Times International Track 200, 2019
- Recruitment International Top 500 UK Recruiters, 2017, ranked 136
- Recruitment International Top 500 UK Recruiters, 2016, ranked 155
- Recruitment International Top 500 UK Recruiters, 2015, ranked 177
- Recruitment International Top 250, 2014
- Global Recruiter Magazine, Best Small Recruitment Business Award Finalists, 2013
- Recruitment International TOP 250, 2012 & 2013
- Sunday Times Fast Track 100" winner, 2011
- Recruiter Fast 50, Fastest Growing IT Recruitment Company in the UK, 2011
- Business Man Of The Year, Essex Countywide, 2010
- Best New Business, Essex Countywide, 2009

Accreditations

- Dun & Bradstreet A rating
- UK & Ireland SAP User Group
- The Association of Professional Staffing Companies
- Credit Safe A rating

Investing in Our Community

We are ambassadors of our community, investing in local organisations, sourcing business services locally and raising money for charity.

Our involvement in the local community is important to us and our people. We have been the main sponsor of the Colchester Rugby Club since 2013; more than 600 juniors take part in the various activities and events at the club each week.

Our charity committee leads fundraising efforts a group of employees who volunteer to plan and conduct projects internally as well as within the community.

Our DNA Shapes Our Approach

Our values are the DNA of our business, shaping our culture and defining our approach. Our mission is to work with honesty and integrity to exceed your expectations.

We are passionate about achieving excellence through obtaining and deploying industry-leading market intelligence and expertise and are always striving to deliver solutions that add real value to our specialist markets.

Everything we do is centred around our clients, candidates, colleagues and community - the four pillars to our business. We succeed when each of our pillars are enriched through our collective endeavours.

Honesty

We are straightforward, honest and transparent in everything that we do.

Integrity

We conduct ourselves with the utmost integrity, helping us to make decisions from both the head and the heart.

Passion

When you truly care about what you do and give it your all, the opportunities are endless.

Expertise

We embrace knowledge and sharing, enabling every member of our team to achieve an unparalleled level of delivery.

Our Environmental Contribution

In 2016 we opened our purpose-built head office in Colchester, which was designed in accordance with environmental guidelines for efficiency and low impact.

We are actively developing plans to thoroughly assess the carbon and environmental impact of the business to ensure we are net zero by 2025 and climate positive by 2027.

Diversity & Inclusion

As both an employer, and an employment agency, Diversity & Inclusion matters to us. We recognise that they are not just buzzwords, but areas that require constant learning, reflection and action.

Whitehall are proud to be an accredited Disability Confident employer and are committed to hiring, retaining and supporting disabled employees to make the most of the unique skills and talents that they bring to our organisation.

Our People

- Diversity & Inclusion forms part of all new joiners' inductions.
- All staff undertake continuous training around the barriers to inclusion facing candidates from different backgrounds and experiences.
- An accredited Disability Confident employer.
- Employees have access to an Open University course on Diversity & Inclusion.

Our Processes

- Job descriptions and adverts use inclusive language to avoid unconscious bias and focus on skills and competencies, rather than qualifications and experiences.
- Job boards and social media platforms have been carefully chosen to ensure that we are accessing candidates from underrepresented groups in the IT and Technology space.
- We offer clients a Blind Review strategy for CVs where personal and identifiable information can be removed for the screening process.

Future Proofing

- Our teams work closely with a dedicated DEI specialist to ensure that the strategies in place are being used effectively.
- Our DEI specialist regularly attends networking events, focused on underrepresented groups in the IT and technology space.
- Whitehall has invested in a CRM where we can now report on the effectiveness of our DEI sourcing strategies.

"Championing Diversity & Inclusion isn't just my job, but a personal commitment to create a world where my daughter can step into any space with confidence, knowing that her unique voice and perspective are valued and essential. Working in a male dominated industry I want to make changes to promote an environment where diversity isn't just acknowledged but celebrated."

Jade King – Diversity & Inclusion Advocate | Business Manager for CSM

Where Expertise Meets Talent Precision

At Whitehall we connect the world's leading businesses with top SAP and technology talent. Founded in 2007 and with offices in the UK, US, and Europe we have established ourselves as the partner of choice for more than 800 of the world's leading companies.

Our expert approach combines deep industry expertise with local market insights and a global talent network, allowing us to understand your specific needs and deliver exceptional talent that aligns with your goals, every time.



Partner of choice for over **800** of the world's leading companies

Whitehall | The people behind exceptional people.

www.whitehallresources.com

Whitehall

Useful Contacts

When you choose to partner with us, we represent you: your brand, ambition, and values - we take that responsibility seriously. Our objective is to understand you, your requirements, and your project to identify the perfect match. The more we invest in our partners, and they invest in us, the more successful we will both be.

United Kingdom

350 The Crescent
Severalls Business Park
Colchester, Essex
CO4 9AT

T: +44 1206 212101

E: recruitment@whitehallresources.com

USA

98 Cuttermill Road
STE 466
Great Neck NY 11021

T: +1 412 947 7271

E: recruitment@whitehallresources.com

Germany

Bockenheimer Landstraße 17-19 60325
Frankfurt am Main

T: +49 69 967 58388

E: recruitment@whitehallresources.com

India

Plot No. 66, Lower Ground
Floor Okhla phase III
Okhla Industrial Estate
New Delhi 110020

E: recruitment@whitehallresources.com