



What you need to join the ArborLink panel

Genuine local tree-work leads, and you choose every one. Here's the standard every vetted independent service partner meets – and exactly what to have ready.

Version 1.0

For prospective operators

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en-GB

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Questions welcome

ArborLink connects households and businesses with vetted independent tree surgeons. To join the panel and start receiving leads you choose for yourself, you meet one clear set of **core requirements** and provide evidence for them. Everything is submitted once, through a step-by-step application in the operator portal, with your progress saved as you go.

At a glance

- **The same core requirements for everyone.** Verified identity, a registered business, the right insurance, core chainsaw and first-aid competence, a valid waste carrier's licence, and acceptance of the panel agreement.
- **Two things you opt into.** Beyond the core requirements you can choose to receive **emergency** and **commercial** work. Each has one or two extra requirements, and you can turn them on or off at any time.
- **Certificates that depend on your work.** If you climb, rig or use a woodchipper, you upload the matching certificates. If you don't do it, you don't need them.
- **No upload where a public register will do.** For your waste carrier's licence and a few optional memberships, just give us the reference and we confirm it live.

Area	What it covers	Required?
Core requirements	Identity · business · insurance · core competence · waste licence · agreements	Every operator
Work-type certificates	Climbing (CS38/CS39/LOLER) · rigging (CS41) · woodchipper	If you do that work
Emergency opt-in	24/7 availability + a one-off reachability check	Optional
Commercial opt-in	Public Liability raised to £10m + Basic DBS	Optional
Trust signals	Arboricultural Association · TrustMark	Optional

HOW IT WORKS

How leads reach you

ArborLink sorts leads by two things at the point a customer gets in touch. Everything else – whether a job needs climbing, has a tree preservation order, or involves a veteran tree – is your professional judgement once you see the brief and decide whether to claim.

Distinction	What it means for you
Standard or emergency	You only receive emergency leads if you've opted in to emergency work.
Residential or commercial	You only receive commercial leads if you've opted in to commercial work and carry £10m Public Liability.

Core requirements

All of the following are required before your application can be approved.

Identity

- Photo ID** – passport or UK driving licence, confirmed through a secure identity check.
- Proof of business address** – a utility bill or bank statement no more than 3 months old.
- A quick selfie / liveness check** – part of the same identity check.

Your business

- Legal name and business type** – sole trader, limited company, partnership or LLP.
- Companies House number** – if you're a limited company or LLP; confirmed against the public register.
- VAT number** – if you're VAT-registered; confirmed against the public register.
- Business address.**
- How many people work with you** – employees, sub-contractors and volunteers. This sets whether Employer's Liability is required.

Insurance

- Public Liability – £5m minimum**, covering arboriculture, in date. Upload the certificate.
- Employer's Liability – £5m minimum** – required if you have **any** employees, sub-contractors or volunteers.
- Professional Indemnity** – optional, and only relevant if you offer paid tree-condition reports or BS5837 surveys.

Core competence

- NPTC CS30** – Chainsaw Maintenance & Cross-cutting.
- NPTC CS31** – Felling & Processing Small Trees (up to 380mm).
- Emergency First Aid at Work +F** – the forestry variant, no more than 3 years old.

Waste handling

- Waste Carrier's Licence** – give us your registration number and we confirm it live against the relevant public register (Environment Agency, SEPA or Natural Resources Wales). **No upload needed.**

Agreements and account

- Accept the **Operator Panel Agreement**.
- Accept the **Operator Privacy Notice**.
- Consent to **operational lead alerts** by WhatsApp and SMS.
- Add a **payment method** (a card held securely on file).
- One positive reference** from a contact who can speak to your work.

Certificates for the work you do

You tell us which types of work you undertake. Each one you tick adds a required certificate. If you don't do it, you don't need the certificate.

If you...	You upload
Climb or do any aerial work	NPTC CS38 Tree Climbing & Aerial Rescue · NPTC CS39 Aerial Cutting with a Chainsaw · LOLER 6-monthly inspection records for your climbing kit
Do rigging	NPTC CS41 Aerial Rigging
Use a woodchipper	Woodchipper Operations (Lantra or equivalent)

You carry professional responsibility for declining any job that falls outside the work you've declared.

Choosing your work — the two opt-ins

If a requirement stops being met — for example your Public Liability drops below £10m — the matching opt-in pauses automatically until it's back in place.

Emergency work OPT-IN

- You confirm you accept 24/7 emergency work and that your WhatsApp number is reachable out of hours.
- **One reachability check.** In your first 14 days on emergency, you'll get a single, clearly-labelled WhatsApp test message at a random time between **22:00 and 06:00**. It says plainly that it's a test and has one button. **Tap it within 30 minutes to pass.** Miss it and we try once more after 7 days; miss it twice and emergency switches off — you can turn it back on and re-test after another 14 days. We skip the check during severe-weather periods and any holiday you've told us about.
- No extra certificate or insurance beyond the core requirements.

Commercial work OPT-IN

- You confirm you take on commercial work.
- **Public Liability raised to £10m minimum.** Most commercial clients and local authorities require this of you in any case.
- **Basic DBS certificate.** You apply yourself at [gov.uk/request-copy-criminal-record](https://www.gov.uk/request-copy-criminal-record) (a small fee, returned within roughly 1-14 working days) and upload the certificate. It doesn't expire, but we refresh it every 3 years for ongoing assurance.
- **Optional extras** that strengthen your profile — SMSTS or SSSTS, a CSCS card, asbestos awareness, a sample RAMS. Not required, but commercial clients often look for them.

OPTIONAL

Trust signals

Not required, and no upload — give us the reference and we confirm it live against the public register. Each appears as a badge on your operator profile and can help when several eligible operators are in line for the same lead.

Signal	What we check
Arboricultural Association approved-contractor membership	AA public register
TrustMark accreditation	TrustMark public register

What to have ready

Gather these in one sitting and the application takes minutes:

- Passport or UK driving licence, and a utility bill or bank statement (≤ 3 months old)
- Public Liability certificate (£5m+) – and Employer's Liability (£5m+) if you have staff
- NPTC CS30 and CS31 certificates
- Emergency First Aid at Work +F certificate (≤ 3 years old)
- Your Waste Carrier's Licence registration number
- For the work you do: CS38 / CS39 / LOLER records (climbing), CS41 (rigging), Woodchipper Operations (chipper)
- One referee's name and contact details
- A payment card
- If opting in to commercial:** a £10m Public Liability certificate and a Basic DBS certificate

NEXT STEPS

How to apply

Everything above is completed through a single guided application in the **ArborLink operator portal**. Your progress saves automatically after each step, and a live indicator tells you whether you currently meet the core requirements and what – if anything – is still outstanding. You can finish later, and move from residential to commercial-capable simply by adding the extra evidence.

Ready, or have a question? Email partners@arborlink.uk

ArborLink is a lead-distribution platform and lead-generation facilitator operated by Growwwth Lab Ltd. ArborLink is not a service provider; the contract for any works is between the customer and the independent service partner. This document summarises the panel vetting criteria for prospective operators and may be updated; the requirements applied at the time of your application are those shown in the operator portal.