

COMPANY POLICY AND OPERATING PROCEDURE RESPONSIBLE SOURCING AND SUPPLY

Doc Ref: JT(TSG)RSS

Definitions

“**The Company**”, “**Us**”, “**We**” means Jobandtalent (formerly The Staffing Group) incorporating Single Resource Ltd, Extra Personnel Ltd and all trading subsidiaries (Extra Aviation, ep professional and Extra Drivers) and Extra Automotive Ltd.

“**Staff/Employees**” means all individuals employed by Jobandtalent (formerly The Staffing Group).

“**Workers**” means all workers engaged by Single Resource and Extra Personnel as detailed in their Terms of Engagement.

“**Labour User (LU)**” means the labour user client where Staff/Flexi-Workers are engaged.

“**SLA**” means Service Level Agreement.

1. INTRODUCTION

This Policy and Procedure sets out the Company’s commitment ensuring a responsible approach to recruiting Flexi-Workers to work at Labour Users and all applicable legislation and internal policies. The Company is committed to best practice in relation to the following: Labour provider business structure and systems, the sourcing and onboarding of contingent workers and the supply and placement of contingent workers. This policy is fully supported by senior management.

Scope

This policy and procedure applies to staff at all levels within the Company who are involved in any stage of the recruitment process and New Client set up.

Related Documents

Client Contract

New Client set up form

Registration pack

Client specific site induction and testing process

Anti-Bribery and Corruption Policy

Forced Labour and Ethical Policy

Preventing Hidden Labour and Exploitation Policy

Use of 2nd tier Recruitment Suppliers Policy

Responsibilities

Staff in the following roles are responsible for implementing this policy and procedures:

Onsite/branch staff are responsible for ensuring that all recruitment and onboarding practices, including any testing and inductions are fair, transparent and ethical.

Operational Management are responsible for liaising with the client to ensure that all expected recruitment practices are acceptable in light of ethical standards and legal requirements.

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All staff are responsible for upholding the Company Policy and Procedure.

2. POLICY

The Company commits to:

- Ensuring the correct licences are in place to operate in regulated sectors.
- Ensuring all advertising is fair, non-discriminatory and advertised locally to attract local candidates and support the local community.
- Ensuring a written legal contract that governs the terms of supply including; commercial arrangements, details of termination with reasonable notice, to cease using the services of and if desired use of an alternative labour provider without suffering undue commercial prejudice; and detail a commercially reasonable transfer fee or extended hire period for when labour users seek to engage the labour provider's workers directly or through an alternative third party. Also this contract will document who is responsible for Health and Safety training of the Flexi-Worker, including the standard induction.
- A procedural Service Level Agreement detailing the operational processes that will apply between the two parties in the sourcing and supply of workers, including responsibilities and provisions regarding no fee charging to jobseekers, due diligence and post deployment monitoring of workers' wellbeing.
- Having business resources and administration systems that are consistent and proportionate with the scale and requirements of sourcing and supplying workers on a sustainable and commercial basis.
- Charging labour users an appropriate rate that allows the Company to meet statutory wage and social employment costs; labour sourcing and supply costs; business overheads and a sustainable net margin, ensuring fees do not need to be levied on workers and tax and other legal obligations can be met.
- Hold regular meetings with Labour Users to review practices and document any improvement plans.
- Has developed appropriate policies and procedures for the responsible sourcing and supply of workers which, comply with national laws, global standards, and the ethical codes of its labour user clients, set out specific protections and access to remedy for all workers.
- Ensure that there is a contract in place with any 2nd Tier Recruitment Suppliers and that the 2nd Tier provider does not levy any charges to any work seeker as part of the recruitment process.
- Ensure all prospective Flexi-Workers complete their own paperwork and testing procedures, and ensure all Flexi-Workers are issued a company standard issue contract.
- Ensure all workers have their own bank account and report any concerns in this area.
- Ensure all the worker welfare questions are asked at the registration stage of the process and report any concerns to the Quality and Compliance team for investigation or further support an advice.

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- Remain vigilant during the entire on boarding and recruitment process to identify indicators of Modern Slavery and if any such concerns are present to handle these sensitively and professionally and to report to the Quality and Compliance department for further support and advice.
- Ensure all induction and recruitment practices are agreed with Labour Users and meet all local legislative requirements.
- Working collaboratively with its labour user clients to ensure that Flexi-Workers are treated with respect and dignity, and that, as far as is reasonably practicable, Flexi-Workers, their families or any persons connected to them are not subjected to actual or threats of physical, sexual, emotional or psychological bullying or abuse or other forms of intimidation.
- Ensuring any indicator of Modern Slavery is reported and investigated and the relevant authorities informed where appropriate.

3. PROCEDURE

All relevant staff will be trained in Company procedures and relevant legislation in relation to the responsible sourcing and supply of workers.

Staff shall:

- Ensure that any commercial agreement between the Company and the Labour User is signed by the parties prior to supply, including any agreed service level agreements.
- Carry out the necessary and relevant credit checks on labour users before supplying Flexi-Workers. Where a suitable credit limit cannot be agreed a Senior Director will decide whether to continue to agree supply with alternative payment arrangements or to refuse supply.
- Ensure that no part of the sourcing or recruitment process is discriminatory or that any fees are imposed on the Flexi-Worker.
- In conjunction with the Labour User gain site familiarisation and full job details, including all legally required information, including any Health and Safety requirements to be able to source candidates and pass on any relevant information about the job and company and any measures taken to avoid risks in relation to Health and Safety.
- Ensure all Flexi-Workers receive a copy of company information and have a written contract.
- Ensure all Flexi-Workers are given a suitable induction / introduction to the Company and the Labour User.

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- Not discriminate against a Flexi-Worker due to their membership of a union other worker forum.
- Report any individual who is recommending excessive numbers of workers through the recommend a friend scheme.
- Ensure that all shifts are allocated fairly and no discrimination or special treatment occurs. Where a member of staff considers this to have occurred, they are encouraged to whistleblow or report this through the proper channels.
- Not restrict a Flexi-Workers' opportunity to gain permanent employment with the labour user.
- Ensure all hours worked are recorded accurately and paid to Flexi-Workers in a timely fashion, and any queries are dealt with quickly and professionally.
- Will not charge any Flexi-Worker for any stage of the sourcing, recruitment or supply process or receive any money, favours or gifts from any work seeker or Flexi-Worker.
- Ensure Working Time legislation is adhered to.
- Notify a manager when suspecting an individual of introducing job applicants to the Company for personal gain or acting as an illegal gangmaster.
- Not force or coerce Flexi-Workers to work against their will.
- Raise any knowledge or suspicions of illegal or dubious activities regarding 2nd tiers recruitment supplier, Flexi-Workers, labour user or colleagues to a manager immediately.

4. NON COMPLIANCE

The Company takes its commitment to the policy seriously and so, in cases where the Policy and Procedure has not been adhered to, the Company will deal with such matters via the Company disciplinary procedure and will investigate and upon reasonable belief may subject any member of staff to disciplinary action, up to and including dismissal, depending on the severity of the breach and intent.

5. MONITOR AND REVIEW

The Senior Management Team in conjunction with the Quality & Compliance Department shall monitor this policy to ensure practices are adhered to and assessments are carried out and measures put in place where there are failures in the policy, its procedure and application of it.

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6. ACCOUNTABILITY, DOCUMENT AND VERSION CONTROL

Issue No	1	2							
Effective Date	28/08/20	10/06/20							
Approved By	Jeremy McGrail	Nick Gregory-Jones							
Job Title	Managing Director	Managing Director							