

# Working with Partners Employment

Using a recruitment agency for your temporary or permanent staff can not only be a time saving and cost effective solution, but also a way to add value to your business. But are you a little unclear about just what level of service you can reasonably expect from your agency? Here's a short summary of our responsibilities in our dealings with you.

## What you can expect from Partners Employment

- **Unsolicited Calls:** Partners Employment will remove you from their database if you request not to be contacted again. If you are registered with the Telephone or Fax Preference Service, you have a legal right not to be “cold called”.
- **Terms and Conditions:** we will provide you with our Terms and Conditions of Business at the first meeting, and before we provide you with any services. The terms are not only lawful but also clear and transparent – we will be happy to discuss them with you and to answer any questions.
- **Fees:** Partners Employment has the right to charge certain fees, including a margin on temporary assignments, a placement fee for permanent placements and temp to perm fees for temporary workers they introduce who go on to be permanent employees with you. We will state our fee structure in advance.
- **Complaint Handling:** Partners Employment has a clear written process on how to manage any complaints if problems should emerge in your interactions. Please feel free to discuss this with us.
- **Accountability:** we are subject to the REC complaints and disciplinary procedure, ISO 9001:2008 standard and Equality Assured Standard. The Department for Business, Enterprise and Regulatory Reform regulates all agencies according to industry legislation.
- **Equal Opportunities:** Partners Employment has a clearly written equal opportunities policy. Speak to us about how this influences our services.
- **CVs:** Partners Employment will never send you a CV without the express permission of the candidate.
- **Candidates:** any candidate that Partners Employment recommends for your role will be “suitable”. Partners Employment will always be able to justify what candidate's skills or experience makes them a suitable for the role.
- **Checks:** Partners Employment is required to conduct certain checks on candidates before placing them in a position. These checks include identity and eligibility to work. Partners Employment will be very clear during a placement exactly which checks have and have not been done – in some cases you will be expected to perform certain candidate checks yourself, we will clearly state when this is the case.

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## What you can expect from Partners Employment (continued)..

- **Unsatisfactory Temps:** if a temporary worker does not meet your expectations or requirements, you are not obliged to continue their assignment. **Partners Employment** has a procedure for what you should do if you are unsatisfied with an individual worker.
- **Your Contact:** **Partners Employment** will always specify the individual or team that will be managing your account, and should keep you informed of your new contact if your existing contact should become unavailable.

## What Partners Employment can expect from you...

**To get the most out of your relationship with **Partners Employment**, we ask that you are clear in your instructions and provide us with all the information we need to find you the right candidate.**

- **Unwanted Contact:** if you feel you are receiving too many calls from **Partners Employment**, simply advise us clearly how often you want to be contacted and what is your preferred contact mechanism (phone, text, e-mail).
- **Briefing an Assignment:** for both temporary and permanent placements it is important to give a full and detailed description of the work to be performed. This should include information such as the hours and location of work, to whom the candidate will be reporting and what type of tasks will be involved. For longer term assignments and for permanent contracts you should also provide a person specification describing the skills and attributes essential to the role. This will help **Partners Employment** to find candidates with the right skills.
- **Understand how we work:** **Partners Employment** will send you our Terms & Conditions before an assignment and, unless you specifically object to or query them, your agreement is considered to be implied. If you do agree any changes to the **plum appointment's** standard terms, make sure these changes are put in writing for future reference.
- **Worker Management:** please be clear with **Partners Employment** about who will have direct control over the worker while they are on assignment and, if appropriate, allow us to speak to that person directly if they have questions. Remember **Partners Employment** has a legal responsibility to pass on to the worker any relevant information about Health and Safety at your site, so if we request a Health and Safety assessment for this purpose we ask that you accommodate us – it's for everyone's benefit.
- **Agency Worker Regulations 2010:** **Partners Employment** will require you to provide certain information in order to comply with the Agency Worker Regulations 2010. This may include: Health & Safety, Onsite shared facilities and comparable onsite employee terms & conditions and rates of pay.