

1. Policy Statement

- 1.1. Pro-Force recognises that effective recruitment & selection practices are fundamental to its future success, and good selection can lead to better services to its clients, higher morale, lower staff turnover and lower rates of absenteeism.
- 1.2. This policy is designed to provide all staff with a responsibility for recruitment, selection, interviewing & appointing both workers and employees with a framework for compliant, safe, ethically responsible and effective recruitment methods, following best practice & legislation at all times. It covers the recruitment of workers, both local and overseas, permanent placements for client, and internal recruitment for employees.
- 1.3. Ethical standards of recruitment and labour supply are embedded through Pro-Force's effective management systems, with open and transparent relationships maintained between all recruiters and their clients.
- 1.4. All staff appointments (employees and the registration of workers) will be made in accordance with this policy, with a worker-centred approach taken to ensure high levels of job satisfaction and engagement.
- 1.5. This Policy supports Pro-Force's Equal Opportunities Policy, in ensuring that no employee receives favourable or discriminatory treatment on the grounds of any protected characteristic – race, colour, nationality, ethnic origin, sex, gender, pregnancy or maternity, marital status, disability, religion, political belief, socio-economic background, parental status, trade union membership, sexual orientation, gender identity, working hours status, or age.

2. Scope of the policy

- 2.1. This policy is applicable to all Pro-Force branches, sites and locations across the UK, any Company that falls into the Pro-Force Group, and to all staff members including directors, senior managers, managers, officers, employees and volunteers (collectively referred to as staff in this policy).
- 2.2. This policy does not form part of the contract of employment for employees, and as such, Pro-Force reserves the right to amend the policy at any time.

3. Responsibility for implementation of the policy

- 3.1. The Managing Director and the Senior Management Team have overall responsibility for the implementation of this policy.
- 3.2. The Compliance department is responsible for monitoring and reviewing the operation of this policy and making recommendations for changes to minimise risk to operations.
- 3.3. Line managers and supervisors are required to familiarise themselves with, and understand this policy, its operation, and any related procedures. Compliance will provide training documentation and guidance on the provisions of this policy, as is relevant to their responsibilities.
- 3.4. Questions related to the use, understanding or direction of this policy should be directed to the Compliance department.
- 3.5. The Recruiting Manager shall identify the vacancy and confirm the need to recruit to fill the post. If the role vacancy is for an existing role, the Recruiting Manager shall liaise with HR to confirm the Job Description and Person Specification. If the vacancy is a new role, the Recruiting Manager shall liaise with HR for the creation of a new Job Description and Person Specification.

4. Ethical Recruitment Standards

- 4.1. No recruitment fees or related costs are to be paid by workers. Recruitment fees are defined in accordance with the GLAA Licencing Standards and UK law.
- 4.2. Job offers are clear and accurate, and all workers understand both the nature of the work and the terms and conditions in relation to the job.
- 4.3. Workers have the legal edibility to work in the country, region or job role, and where applicable, for the client they are being recruited for.
- 4.4. Workers living in the local area are given fair access to work.
- 4.5. No child labour is used.
- 4.6. There are management systems in place to prevent Imposters and hidden workers.
- 4.7. All workers are engaged in formal and lawfully recognised relationships that are suitable for their working arrangements.
- 4.8. All workers are paid for their working time, in full on time, in accordance with national law, and all working time is suitably managed and does not exceed relevant legal, ethical and contractual limits.
- 4.9. All workers receive the paid holiday to which they are entitled, along with any other statutory benefit.
- 4.10. Work and workplaces are safe.
- 4.11. Worker's freedom of association is respected.
- 4.12. Workers are protected from mistreatment of work,.
- 4.13. Any accommodation or transport provided to workers is safe, hygienic and meets legislative requirements.
- 4.14. Appropriate remedy is accessible to all workers during their recruitment and supply, where applicable.

Responsible Recruitment Policy

- 4.15. Proactive steps are taken to reduce the risk of forced labour, trafficking and other hidden third party labour exploitation during their recruitment and supply.
- 4.16. Workers are protected from mistreatment during recruitment and at work.

5. Internal Recruitment

- 5.1. The Recruiting Manager shall outline and confirm the recruitment campaign.
 - Budget, advert, timeframe, shortlisting, interview, assessment, competency framework
- 5.2. The Recruiting Manager shall carry out the advertising and CV shortlisting, as is desired. The responsible person shall contact the candidates and organise the interview, ensuring all candidates who do not meet the criteria for interview selection are contacted (typically via email) to advise them of such.
- 5.3. The Recruiting Manager, with support from the compliance department where required, shall develop an interview pack, including competency based questions, a shortlisting grid, and any other agreed assessment methods, including tests.
- 5.4. The interview will consider the applicant's ability to carry out their role, including their employment history and any gaps, and completion of any checks on legal requirements of the post holder e.g. driving licence requirements. The interviewer shall not ask any questions about the applicants personal circumstances, (outside the applicant's reason for application, or interests / hobbies) or any questions prohibited in accordance with the Equality Act 2010.
- 5.5. The Recruiting Manager and HR shall complete the interview paperwork and shortlisting grid, providing copies to HR for record keeping and assessment of the recruitment process.
- 5.6. If an appointment is to be made, the Recruiting Manager shall verbally offer the candidates, and informs HR if accepted. HR shall draft and the Recruiting Manager shall confirm the offer letter, which HR will send to the applicant, and commence reference checking. The Recruiting Manager shall confirm a start date with the applicant, which will be detailed in the offer letter.

6. Permanent Placements (Client Recruitment)

- 6.1. Prior to commencing the recruitment process, the Consultant must confirm the details of the role with the Client, and obtain either an outline of the role and candidate requirements, or a full Job Description and Person Specification.
- 6.2. Prior to placing adverts or conducting any form of search, the Consultant must confirm the Terms of Business with the client, including the agreement of applicable rates, invoicing period and rebate periods. No Consultant may send any candidates to the client without prior agreement and signature (or emailed agreement) of the Terms of Business – Permanent Placements. If the client is an established client who accepts temporary workers, confirm if the position is Temp to Perm or a permanent placement. Temp to Perm can be done in accordance with the terms laid out in the Terms of Business – Supply of Temporary Staff, but all permanent placements must have agreed Terms of Business – Permanent Placements agreed and in place.

7. Advertising (General)

- 7.1. All advertising must be carried out in accordance with Pro-Force's advertising standards.
- 7.2. All adverts must be approved by the relevant manager or client prior to being hosted. False advertising, or misleading advertising, is not permitted.
- 7.3. All adverts must contain – Pro-Force's name as the advertiser of the role, the standard disclaimer at the bottom of the advert, and the type of work – e.g. permanent, temporary, fixed term. Client names are not required in any advert.
- 7.4. If the rate of pay is included within the advert, the advert must also contain – the nature of the work, the general location of the work, the minimum level of experience / qualifications required. If the pay rate is variable, the level of experience / qualifications required to get the top rate of pay must be detailed.
- 7.5. If the advert is advertised outside of the UK, the advert must also be advertised within the UK, either at the same time, or 28 days before or after the advert is hosted outside of the UK. It is illegal to advertise exclusively abroad. All adverts written in another language to English must also contain an English translation – either with that advert, directly before or after, or advertised at the same time as that advert. It is advisable to advertise all roles in English on www.pro-force.co.uk at the same time as advertising elsewhere in other languages to ensure all requirements are met.
- 7.6. All adverts must contain the standard disclaimer.
- 7.7. All advertising must follow this standard process:
 - Obtain authority to recruit – from the client or manager, write advert (in line with advertising standards), post the advert (website, social media, job boards, other)
 - Select / shortlist candidates using shortlisting criteria

8. Local Worker Recruitment

- 8.1. Upon completion of shortlisting (in accordance with agreed criteria) of a pool of suitable candidates, the registration process can commence. All registration must take place within a secure location, typically a Pro-Force office, accommodation site or authorised site, with a suitably trained coordinator – no externally completed registration packs are permitted.
- 8.2. Essential information can be taken over the phone, but full registration must take place physically with the candidate, to ensure the interview process is completed, and right to work checks can also be completed.
- 8.3. The registration pack must be printed and made available to the worker for completion.
- 8.4. The registration pack must be completed in full by the worker. No one is permitted to complete the registration pack on behalf of the worker, although the coordinator may help the worker if they are having difficulty.
- 8.5. All workers must complete the full registration pack, including being issued a copy of their Contract for Services (in their native language if required) and a copy of the Worker Handbook (again in their native language if required).
- 8.6. All coordinators must complete the interview assessment form (including questions about how they came to Pro-Force and if they have paid any charges) and the checklist to ensure all parts of the registration pack have been completed.
 - All coordinators must carry out a right to work check; including taking colour copies and signing the copy to confirm it is a genuine copy, in accordance with Pro-Force's Checking the Right to Work Policy.
 - Registration, right to work checks and inductions are only permitted to be carried out by competent coordinators who have had suitable training on safe recruitment practices.
- 8.7. The completed Registration Pack must be retained on the workers file, with a signed English copy of the Contract for Services, and a completed Right to Work check.
- 8.8. All workers must have the 48 Hour Opt Out explained to them, ensuring they are ticking the correct box, if they wish to work more than 48 hours in any one week.
- 8.9. Other documentation to be completed includes:
 - All client specific documentation must also be completed, including any applicable English or colour testing,
 - If a worker is to be residing in Pro-Force Accommodation, the Licence Agreement must be signed by the worker, with the English version retained on file, and a copy issued to the worker, in their native language if required. The condition agreement must be completed as part of the induction into the accommodation.
 - If the worker is going to be using Pro-Force transport services, the transport agreement must be signed and kept on the workers file. This is available in the usual range of languages, and the translated version can be retained on the workers file. The worker does not need to be issued with a copy.
 - If the worker does not have their own bank account, and is not going to be opening one prior to be getting paid, the worker has the option to take out a One Pay account. Any worker who wishes to take out a One Pay account must sign the One Pay agreement, which must be retained on the workers' file.
 - All worker's must have their bank cards returned and not withheld.
- 8.10. The worker must be issued with the relevant Assignment Details schedule, according to the assignment to be undertaken. This can be issued to the worker at registration, or provided via email within 3 working days of the worker commencing assignment.
- 8.11. All workers are required to complete the client induction (including Pro-Force induction) prior to commencing assignment.
- 8.12. All recruitment, registration & induction must be carried out by trained consultants only, who have completed recruiting safely, registration & induction, and preventing worker exploitation training.

9. International Worker Recruitment

- 9.1. All overseas recruitment must take place directly without the involvement of any agency labour suppliers in home countries. Recruitment must be carried out directly, via a job fair, or through telephone, email or authorised social media.
- 9.2. All adverts placed for overseas recruitment must also be placed in the UK, in accordance with the advertising standards as detailed above.
- 9.3. All recruitment must be carried out by Pro-Force staff. If another person proposes that a friend wishes to come to the UK for work, the coordinator must contact that applicant directly.
- 9.4. If a job fair is to be carried out, this must be authorised by a member of the management team, and checks must be carried out to ensure the relevant legislation in the applicable country is adhered to.

- All applicants must be interviewed at the job fair, and personal details collected, including details about how they found out about Pro-Force, and any charges they may have paid at any point, and the international recruitment Interview Form must be completed for each applicant.
 - If Pro-Force is organising travel for the applicants who wish to have their travel organised, any deposits taken for transport must be recorded and a receipt provided.
 - All applicants must watch the International Recruitment Presentation, to provide them with full details about working in the UK with Pro-Force.
 - All applicants must be provided with written details about the job they are interested in, and accommodation if they wish to reside in Pro-Force accommodation in the UK. This documentation must be prepared (HR can provide assistance) prior to the job fair.
 - In the instance that a worker is suspected of having [paid work finding fees, or any other “red flag” is suspected, the Red Flag Record Form must be completed, and the issue escalated to an appropriate member of the management team.
- 9.5.** Overseas recruitment may also be carried out by telephone. All applicants must be contacted by telephone, and the international recruitment Interview Form completed.
- Following the telephone interview, the applicant must be emailed to provide them with details of the job they are interested in, and if they wish to reside in Pro-Force accommodation, written details about the accommodation.
 - In the instance that a worker is suspected of having [paid work finding fees, or any other “red flag” is suspected, the Red Flag Record Form must be completed, and the issue escalated to an appropriate member of the management team.
- 9.6.** Social media is a useful tool for communicating with applicants for work. Only authorised Pro-Force pages (Twitter, LinkedIn, Facebook & Instagram) are permitted for use to communicate with applicants as part of the recruitment process.
- 9.7.** International recruitment is only to be carried out by Pro-Force coordinators who have undergone training on recruiting safely abroad and preventing worker exploitation.
- 9.8.** All staff members with a responsibility for recruitment of workers will be trained on the following:
- Recruiting safely (local & international)
 - Modern Slavery
 - Preventing worker exploitation
 - Anti-bribery
 - Key risks and red flags
 - Ethical supply chain awareness
 - Legislation awareness
- 9.9.** All recruitment activity will be checked and authorised by management, and subject to a strict internal auditing schedule.
- 9.10.** All recruitment will be carried out in accordance with Pro-Force internal policy and procedure, and in line with Gangmaster’s Licencing standards, legislation, regulations, Stronger Together principles and the Ethical Trading Initiative Base Code.
- 9.11.** Any client requests that do not adhere to the requirements of this policy (including requests that could breach legal or ethical requirements such as working hours or equalities legislation) must not be filled and escalated to management for investigation and client liaison.

10. Policy Review

- 10.1.** The Compliance department is responsible for reviewing this policy annually, or as is required, to ensure that it meets legal standards and reflects best practice.

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Matthew Jarrett

CEO
Pro-Force Limited