
Agency Worker Policy

1. Introduction

Whilst our preferred method of recruitment is handled internally, there may be occasions when this type of recruitment is not the most suitable for business needs and we may need to go to a recruitment agency to fulfil our requirements.

Temporary Solution

Occasionally there may be a requirement to recruit labour to fulfil a temporary need e.g. to cover sickness, maternity or perhaps unplanned absences such as absence without permission. In such circumstances in order to ensure the smooth running of the operation, a temporary solution may be to recruit an agency worker. All recruitment of Agency Workers is co-ordinated through HR who have negotiated agreements with various suppliers across the UK and ROI. This type of recruitment involves paying the Agency an hourly rate which includes an hourly Agency fee.

Permanent Solution

Whilst our normal recruitment and selection process is to advertise a position externally and manage the process internally, on occasions if we are recruiting 'difficult to fill' roles, or perhaps senior level roles, we may engage a Recruitment Agency to act on our behalf to fill the role. This type of recruitment involves paying the Agency a one-off fee, which is normally calculated as a percentage of the annual salary the employee will receive. Again this type of recruitment is co-ordinated by HR who have negotiated agreements with various suppliers across the UK and ROI.

- Any Agency staff must be sourced through HR using the Applicant Tracking System
- Selection & Approval of Agencies will be carried out by HR based on approved selection criteria, with Agencies being advised they must comply with Modern **Slavery and Anti-Trafficking legislation**
- All Approved Agencies will be set up as Approved Subcontractors on IFS
- All Agencies will be advised that as part of their T&CS, a PO from the company is required specific to the individual.
- If the requirement is not fulfilled by the existing Agency Approved list, contact HR with your requirements

PROCESS

1.1 Requesting an Agency Worker

If you have a requirement for an Agency worker, you must firstly notify HR and add the job on to the applicant tracking system stating estimated time of assignment, work location etc.

HR will advise the selected Agency of your requirement and agree a fee if no formal arrangement is already in existence.

Interviews will be arranged between HR and the Agency.

1.2 Following Selection of the Agency Worker

You must then contact the Procurement Department to request a Purchase Order:

- Hourly paid (Operatives) Agency Workers will be coded to 622105 (Purchase group – OH for reconciliation against values time reported)

- Other Support Agency Workers will be coded to 525019 (Purchase group – OH)

When you have selected an Agency worker you must inform HR (NOT THE AGENCY).

The Manager will forward the name of the successful Agency Worker to HR who will:

- Request copies of their proof of right to work in the UK/ROI
- Request copies of Certificates of Training to demonstrate competence in the role (upon receipt of the Training Certificates, HR will forward to the relevant competent person to have them reviewed and approved) *
- Set them up as an “Agency Worker” on IFS
- Inform payroll of Agency worker’s employee number and agreed hourly rate (to create craft ID/ craft rate)
- HR will liaise with the Group Tax Manager to advise of agency worker details

If the worker is to stay longer than one week HR will forward copies of certificates to the Training Department.

**A ‘competent’ worker is someone who is generally at management level who has the technical competence to assess if the worker has undertaken the correct training to enable them to undertake the role.*

1.3 Induction of Agency Worker

The Requesting Manager is responsible for ensuring that an Induction is carried out before the Agency Worker commences any work on site and that all relevant PPE and equipment is supplied.

1.4 Timesheets

All hourly paid Agency Workers are required to complete a GRAHAM Facilities Management **weekly timesheet** as well as a timesheet for their own particular Agency.

Site Managers must approve the GRAHAM Facilities Management weekly timesheet before submission to the Helpdesk.

Timesheets for Agency Workers working operationally should be handed to the Site Helpdesk Operator who will Time Report in for work completed or forward to Payroll for Time Reporting as per their contract procedures. All timesheets must be submitted to Payroll **no later than Monday at 11am each week**. Agency Workers who are office-based and not being time reported should forward their Agency Timesheet for approval to their manager.

1.5 Invoicing

All invoices received will be matched against the PO by Finance and will be sent for approval to the hiring Manager.

Once approved, the costs will be allocated out to the correct work order based on the Time Reported in by the Helpdesk from the timesheets, unless the Agency Worker is office based and does not fall under the time-reporting procedure.

1.6 Assignments Lasting 12+ weeks

From day one an Agency Worker qualifies for the same rights as someone employed directly, known as ‘equal treatment’. These rights include (but are not limited to):

- ‘Equal Pay’ - the same pay as a permanent colleague doing the same job
- Automatic pension enrolment
- Paid annual leave

HR will liaise with Manager/Recruitment Agency to discuss if a new rate is required based on a permanent employee. If the pay rate is increased, the Agency fee will also increase and this will be reflected in the Invoices coming through.

1.7 End of Assignment

When the company intends to end an assignment of an Agency Worker HR must be advised in advance and they will liaise with the relevant Agency. **If an Agency Worker advises the company of their intention to end their own assignment**, the relevant manager must inform HR immediately who will liaise with the Agency, Group Tax Manager and terminate them on IFS.

It is the responsibility of the hiring manager to inform accounts Payable to close the Purchase order.

The Purchase Order must not be transferred to any subsequent staff unless a "Site" Purchase Order has been approved by the Director (which is on exception and only applies to sites who have a requirement for Agency Workers on a shift-by-shift basis).

1.8 Return of Equipment / IT

It is the hiring manager's responsibility to ensure:

- all equipment/vehicles/passes are collected at the end of the Agency Worker's assignment, and returned to the relevant department
- where applicable an IT STOP form is completed and returned to the IT department.

2. Business Assurance Checks

Time Reporting

If an Agency Worker is assigned to a contract, time booked will be reported for each contract by Finance.

Open Agency Purchase Orders

Open Agency Purchase Orders may be granted for a long term temporary arrangement and will be monitored by the Procurement Manager.

Non-Adherence to the Process

Non adherence to the process will be handled by the Head of department.