

To be recognised as the best labour provider in the UK by our staff, customers and competition

November 2010

Vital holds the key to unlock the **Agency Workers Directive**

Here at Vital Recruitment we understand that not every business is the same therefore the implications involved with the AWD will not necessarily be the same for everybody.

However we do know that the AWD will have implications for each and every one of us involved in temporary labour. So, a pro-active approach is no doubt better than a re-active approach where the AWD is concerned.

With the combination of the Pro-active initiative and key knowledge that Vital Recruitment Possess we are able to provide tailored solutions, to suit each business's individual needs.

For more information on what the Agency workers Directive involves and how it will impact your company please read on.

What is the Agency Workers Directive?

The new Agency Workers Directive derives from European legislation designed to give temporary agency workers parity in pay and employment conditions as they would have been entitled to had they been recruited by the hirer directly to do the same job.

This legislation is applicable once a 12 week 'qualifying period' has been completed by the Temporary worker in a given job.

You may also have noticed that AWD is also referred to as AWR (Agency Workers Regulations). The Agency Workers Regulations is the most significant legislation ever to hit the UK's private recruitment industry; once it is enforced in October 2011 it will become law.

What is the purpose of the Agency Workers Directive?

The main purpose of the AWD is to give temporary agency workers equality in pay and employment conditions with what they would have been entitled to had they been hired directly into the same job.

Rights and Benefits to be implemented by the AWD

Under the AWD 'equality' relates only to basic working and employment conditions of temporary agency workers (eg pay, overtime and shift allowances) and does not extend to sick pay and participation in pension schemes.

The AWD does not affect the employment status of temporary agency workers and therefore the AWD does not give the workers rights to claim unfair dismissal or redundancy pay.

Temporary agency workers will remain a flexible labour resource for hirers. However, after the 12 weeks qualifying period, the temporary agency worker will be entitled to:

- ◆ An equal basic hourly rate
- ◆ Any additional entitlements that are linked to the work done by the temporary agency worker during an assignment
- ◆ They will also be entitled to equality in overtime, shift allowances and unsocial hour's premiums
- ◆ Payments for difficult or dangerous duties
- ◆ The same rest breaks and annual leave allowance.

The benefits detailed are only available to the temporary agency worker after expiry of the 12 weeks qualifying period.

However, from day one of an assignment, the hirer will have to ensure that:

- ◆ Temporary agency workers are made aware of vacancies that arise in the hirer's organisation
- ◆ Temporary agency workers have access to a number of collective facilities such as crèche and childcare facilities, canteen facilities and the provision of transport services (although access to these can be refused if there are 'objective grounds' for doing so).

How will it affect my business and what implications will be involved?

The key point to understand is that each and every business may be impacted in a different way and that there is no straight forward "one rule" fits all.

We have discussed in detail and evaluated the potential impact that the AWD may have on businesses involved with the recruitment sector and how this would impact you, we have put together what we believe is an effectively structured initiative with a variety of options available to our customers on how to implement the new legislation whilst remaining compliant in the most efficient and cost effective way.

The new regulations will undoubtedly pose numerous implications for your business and Vital Recruitment, we want to ensure that we work together to secure and implement an organised strategy.

To discuss what options are available to you please contact Terry Waite – General Manager At: terry@vitalrecruitment.com to arrange your AWD consultation today!

Vital's ISO 9001 Certification



Vital Recruitment is pleased to announce their success in achieving the ISO 9001 certification. Vital applied for the ISO 9001 certification in order to demonstrate to our current and prospective customers that we implement and operate reliable systems, whilst providing a consistent service with continual improvements.

ISO 9001 is the internationally recognised standard for an organisation's internal Quality Management. ISO 9001 ensures Vital is complying with any regulations applicable to the recruitment market and ensures the service we provide is of the right standard and quality.

There are numerous benefits of businesses having the ISO 9001 accreditation such as:

- ◆ Improved internal working leading to less errors
- ◆ Improved customer satisfaction and loyalty
- ◆ Improved morale and motivation
- ◆ Competitive advantages
- ◆ Increased profitability
- ◆ Enhanced status

Vital's General Manager is very proud of the company's achievement, which prompted him to say:

“ It was a very proud moment, as it shows that Vital Recruitment is thorough and meticulous about every aspect of how we operate. Quality, High standards and Ethical trading is what we are all about and in achieving the ISO 9001 Certification we want our clients and workforce alike to reap the benefits of the excellent service we continue to provide. ”

Vital Recruitment will be subjected to annual reviews to ensure we are continuing to meet the requirements of the ISO 9001 standard.

Annual **Audit** Results

Vital Recruitment subjected itself to another voluntary annual independent audit in order to ensure it was still conforming to all essential legislations. The audit was carried out by Keith Stamp, who has conducted audits of behalf of the Gangmasters Licensing authority (GLA) and who also spoke at the Marks and Spencer's ETI conference.

Vital Recruitment are pleased to announce that we were awarded with five areas of Best Practise in this years audit results. The audit was undertaken using the draft company of 'Best Practice Guide For Labour Users' (which is supported by the GLA, Major Retailers i.e M & S, Tesco, Sainsbury's and Waitrose, and the REC).

The areas of Best Practise were as follows:

- ◆ Monitoring of hours with follow up
- ◆ Health and Safety Responsibilities Document
- ◆ Client Evaluation forms
- ◆ In house software system to record employee details and allocate work
- ◆ The terms by which Vital workers may transfer to become employees of the Labour User is detailed in the SLA.

Keith Stamp's report was highly positive with a summary of:

"The systems, policy and practice of Vital continue to be well above the industry average and the company had a professional approach throughout.

The documentation and software systems reflect best practice in the sector.

The company has good systems to maintain compliance with legislation and codes of practice through membership of professional bodies and links with relevant authorities such as the Immigration Service".

Vital Recruitment subjects itself to voluntary annual audits in order to demonstrate to existing and potential customers that we regularly check our systems, policies and practises are all in order, which ensures we are compliant with any changes in legislation. As well as our voluntary audits, Vital Recruitment welcomes audits from any company at any time.

Vital donations for Great Ormond Street Hospital

Due to the success of last years 'dress down Friday's' fundraiser for Sue Ryder, Vital Recruitment have continued donating and are pleased to announce their donation of £1272.00 to Great Ormond Street Hospital.

A representative at Great Ormond Street Hospital thanked Vital Recruitment by saying, 'Thank you so much for your generous donation, it will go a long way in helping some of the sick children here at Great Ormond Street Hospital. Keep up the good work!'

Great Ormond Street Hospital is an international centre of excellence for treating sick children and teaching and training children's specialists. They are the largest centre for research into childhood illness outside the United States. They raise money to provide world class care for its young patients and families and to pioneer new treatments and cures for childhood illnesses.

Vital Recruitment will continue to support charities for the rest of the year.



Congratulations and good luck!

Here at Vital we all want to congratulate one of our Business Development Managers Kerry Bates, on her recent marriage to Chris Whelpdale and also wish them the best of luck after the birth of their baby boy Rory Whelpdale.

For further information:

To discuss your company's recruitment needs, or to find out more about how Vital could help staff your factories, please get in touch with us on **0845 121 7777** or email sales@vitalrecruitment.com

Vital's trip to **London Fashion Weekend**

Earlier this year the girls within the sales department headed down to London for the day with some prospective clients.

The day was completely complimentary to the clients and as part of every girls dream involved a day full of shopping, eating and... London!!! The day started with a train journey down to London, stopping for a bite to eat before venturing off to Somerset House to see the latest spring fashion.

In the afternoon we all enjoyed watching the catwalk show presented by Fashion Journalist and TV presenter Louise Roe.



Once the show was over and we had all had enough of riffling through the clothes we headed back to the train station, but not before stopping again at an Italian restaurant in Covent Garden for some dinner.

The day was greatly enjoyed by all.

“ We would like to say a massive thank you to everyone for such a fantastic day out at the London Fashion Show. Both Shaunna and I enjoyed the day and felt totally spoilt as well as looked after. We both couldn't have wished for better company or a more enjoyable day. Everyone at Vital Recruitment was very welcoming and friendly. Thank you again for a lovely day and it was a pleasure meeting you all. ”



New Website www.vitalrecruitment.com You don't want to miss it!

Vital's new website keeps you up to date with all the Labour provider legislations, and any changes that will affect your business when using temporary staff.

It contains a fresh new company profile as well as extensive information on how we can strengthen your business through using our temporary staff.

Useful Links

Gangmasters Licensing Authority www.gla.gov.uk
Association of Labour Providers www.labourproviders.org.uk
Recruitment and Employee Confederation www.rec.uk.com