



# Principles of operation and responsibility in the private employment agencies sector





## Contents

<b>The member companies of Employment Industry Finland (HELA) are committed to developing the association's principles of operation and responsibility</b> .....	3
<b>Objective and definitions</b> .....	4
<b>Private employment agencies as responsible employers</b> .....	5
We manage the recruitment process with expertise and professionalism .....	5
Private employment agencies as responsible employers .....	5
We treat our employees fairly and equally .....	6
We care about the well-being of our employees .....	7
We develop and maintain the competence of our employees .....	6
<b>Private employment agencies as responsible partners</b> .....	7
We are a responsible and trustworthy partner .....	7
We provide expert and professional services .....	7
We respect the rules of the labour market and act fairly .....	8
Our goal is to provide a positive employee experience .....	8







## Objective and definitions

*The objective of the principles of operation and responsibility in the private employment sector is to ensure that employment service companies manage employment in an expert, responsible and professional manner.*

- ▶ **Client company** refers to a company that purchases private employment services from a private employment service company. In the Employment Contracts Act, a client company is also called a user company in relation to temporary agency work.
- ▶ **Jobseeker** refers to a person who applies for a vacancy or job in a client company with an open application through a private employment service company.
- ▶ **Temporary agency worker** refers to an employee who has concluded an employment contract with a private employment service company (i.e. staffing company). They mainly work in the premises of a client company and are under the supervision and management of the client company.

# Private employment agencies as responsible employers

## *We manage the recruitment process with expertise and professionalism.*

- ▶ **We promote** the employment of jobseekers and when recruiting employees, we follow the principles of a check list of good recruitment practices.
- ▶ **We respect** the privacy and data protection of our jobseekers and employees by following the Data protection guidelines for the personnel sector. The EU's data protection regulation (GDPR) has been taken into account in their preparation.
- ▶ **We comply** with the Employment Industry guidelines on responsible recruitment of foreign employees.

## *We are responsible employers*

- ▶ **We provide** employees with the principal terms of work in writing and conclude a fixed-term employment contract with our employees only when there is a legal reason for doing so.
- ▶ **We comply** with the minimum terms of employment in accordance with the Employment Contracts Act, which are either based on The collective agreement applicable to temporary agency work or the collective agreement binding on a client company. If no applicable collective agreement exists, the terms concerning the

salary, working hours and annual holidays of the hired employee are at least in accordance with the agreements or practices applicable to the client company.

- ▶ **We aim** to ensure that employees' working hours, pay and other terms of employment are defined in accordance with the same principles as the terms and conditions of the customer company's own employees performing similar work.
- ▶ **We pay** our employees their salary regardless of whether the client company pays the invoice for the temporary agency work service.
- ▶ **We handle** matters related to the employees' employment relationships in accordance with the law and good personnel policy. In order to ensure this, we always have at least one person in charge of employment relationships, who has completed HELA's employment relationship training in employment services and passed the related test.
- ▶ **We take** into account, as far as possible, the established principle of continuity in the field of employment services. This means that benefits related to the length of an employment relationship, such as the right to sick pay or annual leave, are retained when the employee has several fixed-term employment relationships in succession and when there is only a short break between the employment relationships.

### *We treat our employees fairly and equally*

- ▶ **We consider** the different abilities and backgrounds of our jobseekers and employees and promote the equality and diversity of work communities.
- ▶ **We require** our customer companies to treat our employees equally and fairly.
- ▶ **We do not charge** our employees fees for temporary work or recruitment.
- ▶ **We have a positive attitude** towards our employees organizing into unions.

### *We care about the well-being of our employees*

- ▶ **We provide** our employees with sufficient training for the work and ensure that the client company also trains them for the actual job.
- ▶ **We require** our customer companies to provide a safe working environment at the customer's premises and that the equipment used is safe.
- ▶ **We prepare** an occupational safety and health action plan and ensure that the employees select an occupational safety and health representative if the company regularly employs at least ten employees (including temporary agency workers). We take care of statutory accident insurance.

- ▶ **We have concluded** an occupational health care agreement and prepared an occupational health care action plan. We offer occupational health care that is better than statutory occupational health care for all employees who have worked for us for more than six months.

### *We develop and maintain the competence of our employees*

- ▶ **We promote** and support the re-employment of all our employees.
- ▶ **We offer** our employees the opportunity to experiment with different types of work.
- ▶ **We ensure** that our employees are trained and help them maintain their competence. This is often done together with the client company.
- ▶ **We prepare** a personnel and training plan in accordance with the Act on Co-operation within Undertakings if the requirements laid down in the Act are met.



# Private employment agencies as responsible partners

## *We are a responsible and trustworthy partner*

- ▶ **We prepare** customer contracts mainly in writing and always operate in accordance with the current legislation.
- ▶ **We comply** with the general terms and conditions for the temporary agency work and the general terms of contract for recruitment in the private employment sector or the principles arising from them in our customer contracts.
- ▶ **We operate** in a confidential manner in our customer relationships. We handle trade secrets as well as customer and personal data as required by the EU Data Protection Regulation (GDPR).
- ▶ **We have registered** on Vastuu Group Oy's Reliable Partner service (or similar service) which means that the customer company can check at any time that our company does not have any tax or pension insurance debt.

## *We provide expert and professional services*

- ▶ **We continuously develop** our services and help our client companies develop their own business.
- ▶ **We offer** our client companies expert, flexible and innovative staffing solutions.
- ▶ **We recruit** skillful employees and provide skillful agency workers to our customers.
- ▶ **We only use** generally accepted and reliable aptitude assessments and other tests.
- ▶ **We ensure** the reliability of the information provided by our jobseekers

### *We respect the rules of the labour market and act fairly*

- ▶ **We treat** our jobseekers and employees fairly and as required by good personnel policy.
- ▶ **We comply** with either the sector's own collective agreement or the collective agreement binding on a customer company in accordance with the Employment Contracts Act which means that the minimum terms of employment of our temporary agency workers correspond to the terms of employment of the employees of the customer company.
- ▶ **If we include** terms regarding recruitment fees in the customer contracts regarding agency workers, we will ensure that the recruitment fees are reasonable.
- ▶ **We do not** provide agency workers to companies that are the subject of legal industrial action.

### *Our goal is to provide a positive employee experience*

- ▶ **We do** our part to maintain the good reputation of our customers and offer our expertise on employment to our client companies.
- ▶ **We require** that our client companies treat all employees equally and fairly. Our common goal is an employee experience that is as positive as possible.
- ▶ **We require** that the client company train the employee for the job before starting work and that the work can be carried out safely on the customer's premises and with safe equipment.
- ▶ **We commit** ourselves to taking environmental responsibility and sustainable development into account.







**Employment Industry Finland**

Eteläranta 10, 00130 Helsinki - [toimisto@henkilostoala.fi](mailto:toimisto@henkilostoala.fi) - [henkilostoala.fi](http://henkilostoala.fi)