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

### Contents

The member companies of Employment Industry Finland (HELA) are committed to developing the association's principles of operation and responsibility 3
Objective and definitions 4
Private employment agencies as responsible employers
We manage the recruitment process with expertise and professionalism
Private employment agencies as responsible employers
We treat our employees fairly and equally
We care about the well-being of our employees7
We develop and maintain the competence of our employees 6
Private employment agencies as responsible partners
We are a responsible and trustworthy partner7
We provide expert and professional services
We respect the rules of the labour market and act fairly
Our goal is to provide a positive employee experience

### The member companies of Employment Industry Finland (HELA) are committed to developing the association's principles of operation and responsibility

Employment Industry Finland (HELA) and the member companies continuously contribute to the development of the private employment sector. Responsibility is important when companies in the field operate both as employers and as partners.

**Private employment agencies** (i.e. staffing companies) are an important part of Finnish business life. Companies in the sector have a significant role and vast expertise in employment. They connect jobs and employees quickly and help increase the employment rate in Finland.

Private employment agencies provide their client companies with various personnel services, such as temporary work and recruitment services, human resources assessments, outsourcing and subcontracting services, headhunting services, personnel training and development, aptitude assessments, psychological tests and outplacement training. With the help of these services, customer companies can focus on their own core business. Temporary agency work is a flexible way for a customer company to manage human resources.

Private employment agencies offer their employees diverse job opportunities and workplace-oriented training and coaching. Temporary agency work is a flexible way to work, and it is possible to find work quickly. Temporary agency work is a good way to get to know different employers on almost all sectors. Temporary agency work is most common in manufacturing, construction, the hotel and restaurant sector, trade and warehouse work.

The salary of a temporary agency worker, bonuses, overtime compensation and sick leave pay are at least equal to that of other employees since they are determined by collective agreements. Temporary agency work may be fixed-term or indefinite, part-time or full-time employment.

Employment Industry Finland supervises the activities of its member companies. You can submit feedback on the activities of our member companies on our website (henkilostoala.fi). If a member company of the Employment Industry Finland acts clearly in violation of the principles of operation and responsibility, it may be given a warning or it may be expelled from the association.

> You can recognise the member companies of the Employment Industry Finland by the member company logo. More detailed information on the private employment sector and the association's member companies is available on our website.



### **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.

PRINCIPLES OF OPERATION AND RESPONSIBILITY IN THE PRIVATE EMPLOYMENT AGENCIES SECTOR 9

a or de

No. of Concession, Name



#### **Employment Industry Finland**

Eteläranta 10, 00130 Helsinki - toimisto@henkilostoala.fi - henkilostoala.fi