Henkilöstöala

Principles of operation and responsibility in the employment industry

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 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 6
- We develop and maintain the competence of our employees . . . 6

Private employment agencies as responsible partners 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
- We take responsibility into account in our business operations . . 8

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 employment industry. 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 as well as warehouse- and logistics 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.

You can recognise the member companies of the Employment Industry Finland by the member company logo. Employment Industry Finland supervises the activities of its member companies. If a member company of the Employment Industry Finland clearly acts against the Employment Industry Finland's rules, these principles of operation and responsibility in the employment industry, or other employment industry principles approved by the HELA board, the matter will be addressed with the company. If the behavior continues and the violation is serious, the member company may receive a warning or be expelled from the association.

More detailed information on the employment industry and the association's member companies is available on our website. Feedback about the member companies can also be submitted through our website (henkilostoala.fi).

Objective and definitions

The objective of the principles of operation and responsibility in the employment industry is to ensure that private employment agencies manage employment in an expert, responsible and professional manner.

- **Client company** refers to a company that purchases private employment services from a private employment agency. In the Employment Contracts Act, a client company is 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 agency.
- **Temporary agency worker** refers to an employee who has concluded an employment contract with a private employment agency (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 use** our job advertisements to recruit employees for open positions at our client companies. We will state openly in the advertisement if we are only recruiting employees for our register, for future needs.
- **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 comply** with the responsibility guidelines for the temporary agency work in the social and healthcare sector.

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 permitted by law.
- **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 provide** our employees with adequate orientation and ensure that the client company trains them to the actual work.
- **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. To ensure this, our company/group always has at least one person who has successfully completed the training course Fundamentals of employment law in the employment industry required by HELA.
- **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 respect** employees' right to seek legal remedies provided by law and to file complaints through reliable channels without fear of retaliation or discrimination.
- **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 an introduction to the general rights and responsibilities of the employment relationship. In addition, we ensure that the client company trains them for the actual job and occupational safety matters.
- **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 development plan for the work community in accordance with the Act on Co-operation within Undertakings if the requirements laid downin 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 employment industry 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 ensure** that our cooperation with other companies in the industry is based on fair competition. We do not engage in discussions that violate competition law or that restrict or distort competition.
- **We are registered** with a service that allows client companies to verify the information required under the Act on the Contractor's Obligations and Liability (such as the Reliable Partner service by Vastuu Group Ltd or an equivalent) at any time.

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.
- **We ensure** that the contractual terms related to recruitment fees included in customer contracts 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 take responsibility into account in our business operations

- **We aim** to set company-specific sustainability goals and indicators tailored to our business.
- **We are committed** to considering the environmental aspects related to our operations.
- **We communicate** regularly about the results and impacts of our sustainability efforts in accordance with the goals we have set.

Employment Industry Finland

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