



**TERMS OF BUSINESS**

**FOR THE INTRODUCTION OF PERMANENT OR FIXED TERM CONTRACT STAFF**  
(To be directly engaged by the client) **YourRecruit Group Ltd and YourRecruit Ltd**

**May 2018**

**1. DEFINITIONS**

**1.1.** In these Terms the following definitions apply:

<b>“Agency”</b>	YourRecruit Group Ltd and YourRecruit Ltd of Head Office, Quadrant House, 61/65 Croydon Road, Caterham, Surrey, CR3 6PB (Company numbers – YourRecruit Group 10080197 and YourRecruit Ltd 07364602)
<b>“Cancellation Fee”</b>	means the fee payable by the Client to the Agency when the Client withdraws an offer of Engagement made to the Candidate before the Candidate has accepted the offer and which is calculated in accordance with clause 3.9;
<b>“Candidate”</b>	means the person Introduced by the Agency to the Client for an Engagement including any officer, employee or other representative of the Candidate if the Candidate is a corporate body, and members of the Agency’s own staff;
<b>“Client”</b>	means the person, firm or corporate body together with any subsidiary or associated person, firm or corporate body (as the case may be) to which the Candidate is Introduced;
<b>“Data Protection Laws”</b>	means the General Data Protection Regulation 2018 or any applicable statutory or regulatory provisions in force from time to time relating to the protection and transfer of personal data;
<b>“Engagement”</b>	means the engagement (including the Candidate’s acceptance of the Client’s offer), employment or use of the Candidate by the Client or by any third party to whom the Candidate has been introduced by the Client, on a permanent or temporary basis, whether under a contract of service or for services; under an agency, licence, franchise or partnership agreement; or any other engagement; or through a limited company of which the Candidate is an officer, employee or other representative; and “Engage”, “Engages” and “Engaged” shall be construed accordingly;
<b>“Introduction”</b>	means (i) the passing to the Client of a curriculum vitae or information which identifies the Candidate or (ii) the Client’s interview of a Candidate (in person, by telephone or by any other means), following the Client’s instruction to the Agency to search for a Candidate; and, in either case, which leads to an Engagement of the Candidate; and “Introduces” and “Introduced” shall be construed accordingly;
<b>“Introduction Fee”</b>	means the fee payable by the Client to the Agency for an Introduction resulting in an Engagement;
<b>“Remuneration”</b>	includes gross base salary or fees, guaranteed and/or anticipated bonus and commission earnings, allowances, inducement payments, the benefit of a company car and all other payments and taxable (and, where applicable, non-taxable) emoluments payable to or receivable by the Candidate for services rendered to or on behalf of the Client or any third party. Where the Client provides a company car, a notional amount of £3,000 will be added to the salary in order to calculate the Agency’s fee;
<b>“Replacement Candidate”</b>	means any Candidate Introduced by the Agency to the Client to fill the Engagement following the Introduction of another Candidate whose Engagement either did not commence or was terminated during the first 10 weeks of the Engagement;
<b>“Vulnerable Person”</b>	means any person who by reason of age, infirmity, illness, disability or any other circumstance is in need of care or attention, and includes any person under the age of eighteen.

**YourRecruit Group Head Office**

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## TERMS OF BUSINESS

### FOR THE INTRODUCTION OF PERMANENT OR FIXED TERM CONTRACT STAFF

- 1.2. Unless the context requires otherwise, references to the singular include the plural and the masculine includes the feminine and vice versa.
- 1.3. The headings contained in these Terms are for convenience only and do not affect their interpretation.

## 2. THE CONTRACT

- 2.1. These terms of business and the attached Schedule(s) ("the Terms") constitute the contract between the Agency and the Client for the Introduction of permanent or contract staff (to be engaged directly by the Client) and are deemed to be accepted by the Client by virtue of an Introduction or the Engagement of a Candidate, or the passing by the Client of any information about a Candidate to any third party following an Introduction.
- 2.2. These Terms contain the entire agreement between the parties and unless otherwise agreed in writing by a director of the Agency, these Terms prevail over any other terms of business or purchase conditions (or similar) put forward by the Client.
- 2.3. No variation or alteration to these Terms shall be valid unless the details of such variation are agreed between a director of the Agency and the Client and are set out in writing and a copy of the varied terms is given to the Client stating the date on or after which such varied terms shall apply.
- 2.4. The Agency acts as an employment agency (as defined in Section 13(2) of the Employment Agencies Act 1973) when introducing Candidates to the Client for direct Engagement by that Client.

## 3. NOTIFICATION AND FEES

- 3.1. The Client agrees to:
  - 3.1.1. notify the Agency immediately of the terms of any offer of an Engagement which it makes to the Candidate;
  - 3.1.2. notify the Agency immediately that its offer of an Engagement to the Candidate has been accepted and to provide details to the Agency of the Remuneration agreed with the Candidate together with any documentary evidence as requested by the Agency; and
  - 3.1.3. pay the Introduction Fee, to be calculated in accordance with the provisions of this clause 3, by the due date for payment in clause 3.2.
- 3.2. The Introduction Fee calculated in accordance with clause 3.3 below is payable if the Client Engages the Candidate within the period of 12 calendar months from the date of (a) the Introduction, (b) the Client's withdrawal of an offer of Engagement or (c) the Candidate's rejection of an offer of an Engagement, (whichever is the later).
  - 3.2.1. The Introduction Fee shall be payable within 30 days of the date of the Agency's invoice which shall be rendered once the Candidate commences the Engagement. In the instance of a reduced fee being charged our payment terms will be reduced to 7 days. If the reduced payment is not received during this period a revised invoice for the standard fee will be raised and sent for payment within the standard 30 day payment period.
- 3.3. The Introduction Fee is calculated in accordance with the attached Fee Structure Schedule based on the Remuneration applicable during the first 12 months of the Engagement.
- 3.4. Where the actual Remuneration is not known, the Agency will charge an Introduction Fee calculated in accordance with clause 3.3 based on its determination of the Remuneration taking into account the market rate level of remuneration applicable for the position in which the Candidate has been Engaged and with regard to any information supplied to the Agency by the Client and/or comparable positions in the market generally.
- 3.5. Where prior to the commencement of the Engagement the Agency and the Client agree that the Engagement will be on the basis of a fixed term of less than 12 months, the Introduction Fee will apply pro-rata. If the Client (a) extends the Engagement beyond the initial fixed term or (b) re-Engages the Candidate within 6 calendar months from the date of termination of the agreed period of the fixed term Engagement, then the Client shall be liable to pay a further Introduction Fee based on the additional Remuneration applicable for (a) the extended period of Engagement or (b) the period of the second and any subsequent Engagement, subject to the Client not being liable to pay a greater sum in Introduction Fees than the Client would have been liable for under clause 3.3 had the Candidate first been Engaged for 12 months or more.
- 3.6. The Client's obligations under this clause 3 shall be performed without any right of the Client to invoke set-off, deductions, withholdings or other similar rights.
- 3.7. VAT is charged at the standard rate on all fees.
- 3.8. The Agency reserves the right to charge interest under the Late Payment of Commercial Debts (Interest) Act 1998 on invoiced amounts unpaid by the due date at the rate of 8% per annum above the base rate from time to time of the Bank of England from the due date until the date of payment.
- 3.9. If, after an offer of Engagement has been made to the Candidate, the Client decides for any reason to withdraw it prior to the Candidate accepting the Engagement, the Client shall be liable to pay the Agency a Cancellation Fee of £500 plus VAT

## TERMS OF BUSINESS

### FOR THE INTRODUCTION OF PERMANENT OR FIXED TERM CONTRACT STAFF

- 3.10.** In the event that any Agency staff with whom the Client has had personal dealings accepts an Engagement with the Client while employed by the Agency [or within 3 months of leaving the Agency], the Client shall be liable to pay the Agency a fee equivalent to the Introduction Fee calculated in accordance with clause 3.3. For the avoidance of doubt, the Client shall not be entitled to a refund for any fee due under this clause 3.10 in any circumstances.

#### 4. REFUNDS

- 4.1.** If, after an offer has been made and accepted, the Engagement (a) does not commence because the Candidate withdraws their acceptance; or (b) once it has commenced, is terminated by either the Candidate or the Client (except in circumstances where the Candidate is made redundant) before the expiry of 10 weeks from the date of commencement of the Engagement; then subject to the terms of clause 4.2, the Agency will refund the Introduction Fee in accordance with the accompanying Scale of Refunds set out in the Schedule attached to these Terms.
- 4.2.** In order to qualify for the refund set out in clause 4.1:
- 4.2.1.** the Client must comply with the provisions of clause 3.1 and must notify the Agency in writing of the termination of the Engagement or the non-commencement of the Engagement within 7 days of its termination or non-commencement; and
  - 4.2.2.** the Client must exclusively give the Agency 4 weeks from the date of the notice of non-commencement or termination in which to find one suitable Replacement Candidate based on the original specification given for the position the Client is seeking to fill. If after 4 weeks from the date of the notice no suitable Replacement Candidate can be found, or if the Replacement Candidate's Engagement is terminated before the expiry of 10 weeks from the date of commencement of the Replacement Candidate's Engagement the Client will then be eligible for a refund, subject to the rest of this clause 4.
- 4.3.** For the purposes of this clause 4 the date of termination of the Engagement shall be the date on which the Candidate ceases working or would have ceased working for the Client, but for any period of garden leave or payment in lieu of notice, whichever is the later.
- 4.4.** In circumstances where clause 3.5 applies, the full Introduction Fee is payable and there shall be no entitlement to a refund.
- 4.5.** If subsequent to the Client receiving a refund the Candidate is re-Engaged within a period of 6 calendar months from the date of termination then the refund shall be repaid to the Agency. The Client shall not be entitled to any further refunds in relation to the re-Engagement of this Candidate.

#### 5. INTRODUCTIONS TO THIRD PARTIES

Introductions of Candidates are confidential. If a Client discloses a Candidate's details to a third party, that will be deemed to be a "Third Party Introduction". If that Third Party Introduction results in an Engagement of the Candidate by the third party within 6 months of the Agency's Introduction of the Candidate to the Client, then the Client will be liable to the Agency for payment of an Introduction Fee calculated in accordance with clause 3.3. Neither the Client nor the third party shall be entitled to a refund of the Introduction Fee under clause 4 in any circumstances.

#### 6. SUITABILITY CHECKS

- 6.1.** The Agency endeavours to ensure the suitability of Candidates Introduced to the Client to work in the position which the Client seeks to fill by taking reasonably practicable steps to:
- 6.1.1.** ensure that it would not be detrimental to the interests of either the Client or the Candidate;
  - 6.1.2.** ensure that both the Client and Candidate are aware of any requirements imposed by law or by any professional body;
  - 6.1.3.** confirm that the Candidate is willing to work in the position;
- 6.2.** Notwithstanding clause 6.1 the Client must satisfy itself as to the suitability of the Candidate for the position they are seeking to fill. The Client is responsible for:
- 6.2.1.** taking up any references provided by the Candidate before Engaging the Candidate;
  - 6.2.2.** checking the Candidate's right to work and obtaining permission to work as may be required by the law of the country in which the Candidate is Engaged to work;
  - 6.2.3.** the arrangement of medical examinations and/or investigations into the medical history of any Candidate; and
  - 6.2.4.** satisfying any medical and other requirements, qualifications or permission required for the Candidate to work in the Engagement.
- 6.3.** To enable the Agency to comply with its obligations under clause 6.1 above the Client undertakes to provide to the Agency details of the position which the Client seeks to fill, including the following:

## TERMS OF BUSINESS

### FOR THE INTRODUCTION OF PERMANENT OR FIXED TERM CONTRACT STAFF

- 6.3.1.** the type of work that the Candidate would be required to do;
  - 6.3.2.** the location and hours of work;
  - 6.3.3.** the experience, training, qualifications and any authorisation which the Client considers necessary or which are required by law or any professional body for the Candidate to possess in order to work in the position;
  - 6.3.4.** any risks to health or safety known to the Client and what steps the Client has taken to prevent or control such risks;
  - 6.3.5.** the date the Client requires the Candidate to commence the Engagement;
  - 6.3.6.** the duration or likely duration of the Engagement;
  - 6.3.7.** the minimum rate of Remuneration, expenses and any other benefits that would be offered;
  - 6.3.8.** the intervals of payment of Remuneration; and
  - 6.3.9.** the length of notice that the Candidate would be entitled to give and receive to terminate their employment with the Client.
- 6.4.** Where the Candidate is Introduced for a position which involves working with, caring for or attending a Vulnerable Person the Agency shall, in addition to the obligations in clause 6.1, take reasonably practicable steps to:
- 6.4.1.** obtain confirmation of the Candidate's identity;
  - 6.4.2.** obtain confirmation that the Candidate has the experience, training, qualifications and any authorisation which the Client considers necessary or which may be required by law or by any professional body; and
  - 6.4.3.** obtain and offer to provide copies to the Client of two references from persons who are not relatives of the Candidate and who have agreed that the references they provide may be disclosed to the Client; and any relevant qualifications or authorisations of the Candidate. If the Agency has taken all reasonably practicable steps to obtain such information and has been unable to do so fully it shall inform the Client of the steps it has taken to obtain this information in any event.

## 7. FORCE MAJEURE

The agency shall not be liable to the Client in respect of failure to provide the Services or other matter that may constitute breach of these Terms arising by reason of force majeure, namely circumstances beyond our control which shall include, but shall not be limited to, unavailability of Job Boards or any third party media, acts of God, strikes, fire, flood, drought, explosion, sabotage, accident, embargo, telecommunications and utilities failure, riot, civil commotion, terrorism, acts of local government and parliamentary authority, breakdown of plant or machinery or software or death of royalty.

## 8. INFORMATION TO BE PROVIDED

When the Agency Introduces a Candidate to the Client the Agency shall inform the Client that they have obtained confirmation of the matters set out in clause 6.1 [and in the case of a position which involves working with Vulnerable Persons the matters in clause 6.4]. Where such information is not given in paper form or by electronic means it shall be confirmed by such means by the end of the third business day (excluding Saturday, Sunday and any public or bank holiday) following, save where the Candidate is being Introduced for an Engagement which is the same as one in which the Candidate has worked within the previous 5 business days and such information has already been given to the Client.

## 9. CONFIDENTIALITY AND DATA PROTECTION

All information relating to a Candidate is confidential and subject to the General Data Protection Regulations 2018 ("GDPR") and is provided solely for the purpose of providing work-finding services to the Client. Such information must not be used for any other purpose nor divulged to any third party and the Client undertakes to abide by the provisions of GDPR in receiving and processing the data at all times. In addition information relating to the Agency's business which is capable of being confidential must be kept confidential and not divulged to any third party, except information which is in the public domain.

## 10. LIABILITY

The Agency shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with the Agency seeking a Candidate for the Client or from the Introduction to or Engagement of any Candidate by the Client or from the failure of the Agency to introduce any Candidate. For the avoidance of doubt, the Agency does not exclude liability for death or personal injury arising from its own negligence or for any other loss which it is not permitted to exclude under law.

## TERMS OF BUSINESS

### FOR THE INTRODUCTION OF PERMANENT OR FIXED TERM CONTRACT STAFF

#### 11. NOTICES

All notices which are required to be given in accordance with these Terms shall be in writing and may be delivered personally or by first class prepaid post to the registered office of the party upon whom the notice is to be served or any other address that the party has notified the other party in writing, by email or facsimile transmission. Any such notice shall be deemed to have been served: if by hand when delivered, if by first class post 48 hours following posting and if by email or facsimile transmission, when that email or facsimile is sent.

#### 12. SEVERABILITY

If any of the provisions of these Terms shall be determined by any competent authority to be unenforceable to any extent, such provision shall, to that extent, be severed from the remaining terms, which shall continue to be valid to the fullest extent permitted by applicable laws.

#### 13. GOVERNING LAW AND JURISDICTION

These Terms are governed by the law of England & Wales and are subject to the exclusive jurisdiction of the Courts of England & Wales.

### SCHEDULE 1: SERVICES

#### 1. YOURCHOICE VALUE SERVICE

Provision of YourChoice Value Service and in addition those set out below.

- 1.1** All Services will co-ordinated by a nominated Recruitment Consultant, who may be permanently or temporarily replaced by the Agency on notice to the Client.
  - 1.1.1** Provision of recruitment management services, being:
  - 1.1.2** Selection of Applicants will be proposed from the Agency's database of Applicants and other sources
  - 1.1.3** full screening of Applicants (whether responding to an Advert or from an existing database) by the Agency by telephone interview,
  - 1.1.4** if requested, obtaining up to two references and evidence of Applicant's eligibility to work in the United Kingdom;
  - 1.1.5** making arrangements with the Applicant for Client interview, preparation of the Applicant for interview and co-ordinate and notification of the arrangements to the Client; and
  - 1.1.6** preparation and sending of rejection notifications for unsuccessful Applicants.
  - 1.1.7** Flat fee of \*8.5% (minimum fee of £1000.00). \*Must have sole agency agreed with the client for a period of 2 weeks after which time if a dual agency agreement is procured our fee will increase to 12% plus VAT for a successful placement.
  - 1.1.8** This service can only be used for vacancies paying up £20,000 per annum. When calculating the annual salary any pay rise following a probationary period or bonus payment will be included in the calculation.

#### 2. YOURCHOICE CLASSIC SERVICE

Provision of all YourChoice services and in addition those set out below.

- 2.1.1** Provision of full recruitment service, being:
- 2.1.2** Client visit (if reasonably practicable) or if preferred telephone/email contact;
- 2.1.3** in addition to telephone interview for shortlisting, full in person interview utilising the Agency's proprietary competency based questions, with results made available upon request;
- 2.1.4** Upon request skills checked using proprietary testing software and in relation to specific software applications identified by the Client (subject to availability of such package or payment of reasonable additional cost by the Client), with results made available upon request; and
- 2.1.5** assistance with negotiation of salary and benefits.

## TERMS OF BUSINESS

### FOR THE INTRODUCTION OF PERMANENT OR FIXED TERM CONTRACT STAFF

#### SCHEDULE 2: FEES

#### 3. FEES AND VARIATION

- 3.1** The Fees in respect of the Services shall be as set out in this Schedule.
- 3.2** The Agency reserves the right to vary the Fees by written notice to the Client, which will take effect for any Orders not submitted at the date of service of the notice.

##### YourChoice Value

- 3.3** Fees based upon acceptance by the Client (or in certain circumstances set out in Schedule 3 and Schedule 4, a third party) of an Applicant for an Engagement.
- 3.4** Fees in respect of permanent and contract Engagements will be calculated in accordance with the table below and paragraph 1 of Part 1 of Schedule 3 (subject to a minimum of £1000.00 plus VAT). To qualify for this service, you will need to agree to sole agency for period of 2 weeks. After this period if another agency services are procured then a fee of 12% plus VAT will apply. Same rebate period and payment terms will increase to 30 days from the start date.

Annual Remuneration	Fee (percentage of Remuneration plus VAT)
All salaries	8.5%

- 3.5** All Fees will be payable within 7 days of the invoice date.
- 3.6** Suitable for vacancies paying £20,000 and under per annum.
- 3.7** The Client hereby acknowledges that such rates are a discounted rate specific to YourChoice Value Services and are dependent upon payment of the invoice by the due date. If the invoice is not settled by such date then, without limiting any other rights of the Agency pursuant to this Agreement or at law, the Agency reserves the right to increase the percentage rate of the Fee to 12% of the annual Remuneration (plus VAT) and to submit a replacement or supplementary invoice (payable within 30 days) in respect of the increased Fee.
- 3.8** Fees may be eligible to a partial refund in the case of an Engagement being terminated within four weeks of the start of the Engagement on the terms of paragraph 2 of part 1 of Schedule 3. We do offer a free replacement candidate on a like for like basis within the first 4 weeks if the initial candidate proves to be unsuccessful.

##### YourChoice Classic\*

\*This service cannot be used in conjunction with any special offer or reduced rates unless specifically agreed. In the case of reduced fees, rebate and payment terms will vary.

- 3.9** Fees based upon acceptance by the Client (or in certain circumstances set out in Schedule 3 and Schedule 4, a third party) of an Applicant for an Engagement, on either the terms of Part 1 of Schedule 3 (contract and permanent Engagements) or Part 2 of Schedule 3 (temporary Engagements).
- 3.10** Fees in respect of permanent and contract Engagements will be calculated in accordance with the table below and paragraph 1 of Part 1 of Schedule 3 and Fees in respect of temporary Engagements will be calculated in accordance with the provisions of Part 2 of Schedule 3.

Annual Remuneration	Fee (percentage of Remuneration plus VAT)
Up to and including £15,000	15%
Over £15,000, up to and including £20,000	18%
Over £20,000, up to and including £25,000	20%
More than £25,000	22%

- 3.11** All Fees will be payable within 30 days of the invoice date unless we have agreed a reduced fee at which time a 7-day payment period will apply.
- 3.12** Fees may be eligible to a refund in the case of an Engagement being terminated within the first 10 weeks of the start of the Engagement on the terms of paragraph 2 of part 1 of Schedule 3. Discounted fees automatically have a reduced refund period of 6 weeks. If the invoice is not paid within the agreed payment period (this will either be 7 days for a discounted invoice or 30 days for full terms of business invoice), the refund period will be forfeited.

# TERMS OF BUSINESS

## FOR THE INTRODUCTION OF PERMANENT OR FIXED TERM CONTRACT STAFF

### 4. REFUND SCHEDULE

**4.1** The following scale of refund only applies in the event that the Client complies with the provisions of paragraph 2 of Part 1 of Schedule 3.

**4.2** Where the Applicant leaves during the first ten weeks of the Engagement made pursuant to the YourChoice Classic Recruitment Service, a partial refund of the introduction fee shall be paid to the Client in accordance with the scale set out below, subject to the conditions in Part 1 of Schedule 3.

Week in which the Applicant leaves	% of introduction fee refunded
1	100%
2	90%
3	80%
4	70%
5	60%
6	50%
7	40%
8	30%
9	20%
10	10%

**4.3** Where discounted terms are agreed between the Agency and Client for our YourChoice Classic Recruitment Service, a reduced payment term of 7 days will be applied. Rebate terms will automatically reduce to 6 weeks (sliding scale as below)

Week in which the Applicant leaves	% of introduction fee refunded
1	100%
2	80%
3	60%
4	40%
5	20%
6	10%

**4.4** In the case of a contract placement being under 12 months, a pro-rata refund period will apply

**4.5** There will be no refund where the Applicant leaves during or after:

**4.5.1** The 5th week of the Engagement in the case of YourChoice Value; or

**4.5.2** The 11th week of the Engagement in the case of YourChoice Classic; or

**4.5.3** The 7th week of the engagement in the case of reduced rates on the YourChoice Classic service.

**4.6** In the case of YourChoice Value the following rebate period will apply

**4.7** Where the Applicant leaves during the first four weeks of the Engagement made pursuant to the YourChoice Value Recruitment Service, a partial refund of the introduction fee shall be paid to the Client in accordance with the scale set out below, subject to the conditions in Part 1 of Schedule 3.

Week in which the Applicant leaves	% of introduction fee refunded
1	100%
2	75%
3	50%
4	25%

## TERMS OF BUSINESS

### FOR THE INTRODUCTION OF PERMANENT OR FIXED TERM CONTRACT STAFF

#### SCHEDULE 3: ADDITIONAL TERMS FOR YOURCHOICE VALUE AND YOURCHOICE CLASSIC

##### PART 1 – PERMANENT/CONTRACT TERMS OF BUSINESS

###### 1. NOTIFICATION AND FEES

###### 1.1 The Client agrees:

**1.1.1** to notify the Agency immediately of any offer of an Engagement which it makes to the Applicant; and

**1.1.2** to notify the Agency immediately that its offer of an Engagement to the Applicant has been accepted and to provide details of the Remuneration to the Agency;

**1.2** Except in the circumstances set out in paragraph 3 below, no Fee is incurred by the Client until the Applicant commences the Engagement when the Agency will render an invoice to the Client for its Fees.

**1.3** The Fee payable to the Agency by the Client for an Introduction resulting in an Engagement is calculated in accordance with the Fee Structure set out in Schedule 2, calculated on the Remuneration applicable during the first 12 months of the Engagement.

**1.4** In the event that the Engagement is for a fixed term of less than 12 months, the Fee will apply pro-rata to the fixed period. If the Engagement is extended beyond the initial fixed term or if the Client re-engages the Applicant within 6 calendar months from the date of termination of the first Engagement the Client shall be liable to pay a further Fee based on the additional Remuneration applicable for the period of Engagement following the initial fixed term up to the termination of the second Engagement or the first anniversary of its commencement, whichever is the sooner.

**1.5** If the Client subsequently engages or re-engages the Applicant within the period of 6 calendar months from the date of termination of the Engagement or withdrawal of an offer, a full Fee becomes payable.

###### 2. REFUNDS

**2.1** In order to qualify for a refund, the Client must pay the Agency's fee within the due date being 7 days of the date of invoice in the case of YourChoice Value and 30 days of the date of the invoice in the case of YourChoice Classic (unless a reduced fee was agreed than payment terms will be 7 days) and must notify the Agency in writing of the termination of the Engagement within 7 days of its termination.

**2.2** If the Engagement terminates before the expiry of:

**2.2.1** in the case of Fees arising from YourChoice Value Services, 4 weeks; or

**2.2.2** in the case of Fees arising from any other Services, 10 weeks from the commencement of the Engagement (except where the Applicant is made redundant) the Fee will be refunded in accordance with the Scale of Refund set out in Schedule 3 above.

**2.3** In circumstances where paragraph 1.5 applies the full Fee stated is payable and there shall be no entitlement to a refund.

###### 3. CANCELLATION FEE

If, after an offer of Engagement has been made to the Applicant, the Client decides for any reason to withdraw it, in the case of YourChoice Value and YourChoice Classic the Client shall be liable to pay the Agency a minimum fee of £500.00.

###### 4. INTRODUCTIONS

**4.1** Introductions of Applicants are confidential. The disclosure by the Client to a third party of any details regarding an Applicant introduced by the Agency which results in an Engagement with that third party within 6 months of the Introduction renders the Client liable to payment of the full Agency's Fee as if the Engagement had been with the Client and with no entitlement to any refund.

**4.2** A Fee will be charged in relation to any Applicant engaged as a consequence of or resulting from an introduction by or through the Agency, whether direct or indirect, within 6 months from the date of the Agency's Introduction.

**4.3** Where the amount of the actual Remuneration is not known, the Agency will charge a Fee on the minimum level of remuneration applicable for the position in which the Applicant has been engaged with regard to any information supplied to the Agency by the Client and/or comparable positions in the market generally for such positions.



## **TERMS OF BUSINESS**

### **FOR THE INTRODUCTION OF PERMANENT OR FIXED TERM CONTRACT STAFF**

#### **5. SUITABILITY AND REFERENCES**

- 5.1** The Agency endeavours to ensure the suitability of any Applicant introduced to the Client by obtaining confirmation of the Applicant's identity; that the Applicant has the experience, training, qualifications and any authorisation which the Client considers necessary or which may be required by law or by any professional body; and that the Applicant is willing to work in the position which the Client seeks to fill.
- 5.2** In addition to any information required pursuant to any other provision of these Terms, at the same time as proposing an Applicant to the Client the Agency shall inform the Client of such matters in paragraph 5.1 as they have obtained confirmation of. Where such information is not given in paper form or by electronic means it shall be confirmed by such means by the end of the third business day (excluding Saturday, Sunday and any public or Bank holiday) following save where the Applicant is being proposed for a position which is the same as one in which the Applicant has worked within the previous 5 business days and such information has already been given to the Client.
- 5.3** The Agency endeavours to take all such steps as are reasonably practicable to ensure that the Client and Applicant are aware of any requirements imposed by law or any professional body to enable the Applicant to work in the position which the Client seeks to fill.
- 5.4** The Agency endeavours to take all such steps as are reasonably practicable to ensure that it would not be detrimental to the interests of either the Client or the Applicant for the Applicant to work in the position which the Client seeks to fill.

#### **6. SPECIAL SITUATIONS**

- 6.1** Where the Applicant is required by law, or any professional body to have any qualifications or authorisations to work in the position which the Client seeks to fill; or the work involves caring for or attending one or more persons under the age of eighteen, or any person who by reason of age, infirmity or who is otherwise in need of care or attention, the Agency will take all reasonably practicable steps to obtain and offer to provide copies of any relevant qualifications or authorisations of the Applicant, two references from persons not related to the Applicant who have agreed that the references they provide may be disclosed to the Client and has taken all reasonably practicable steps to confirm that the Applicant is suitable for the position. If the Agency is unable to do any of the above it shall inform the Client of the steps it has taken to obtain this information in any event.



**TERMS OF BUSINESS**  
WITH A HIRER FOR THE SUPPLY OF AGENCY WORKERS

May 2018

**1. DEFINITIONS AND INTERPRETATION**

1.1. In these Terms the following definitions apply:

<b>“Agency Worker”</b>	means the individual who is Introduced by the Employment Business to provide services to the Hirer;
<b>“Assignment”</b>	means assignment services to be performed by the Agency Worker for the Hirer for a period of time during which the Agency Worker is supplied by the Employment Business to work temporarily for and under the supervision and direction of the Hirer;
<b>“Assignment Details Form”</b>	means written confirmation of the assignment details agreed with the Hirer prior to commencement of the Assignment;
<b>“AWR”</b>	means the Agency Workers Regulations 2010;
<b>“AWR Claim”</b>	means any complaint or claim to a tribunal or court made by or on behalf of the Agency Worker against the Hirer and/or the Employment Business for any breach of the AWR;
<b>“Calendar Week”</b>	means any period of seven days starting with the same day as the first day of the First Assignment;
<b>“Charges”</b>	means the hourly charges of the Employment Business calculated in accordance with clause 6.1 and as may be varied from time to time in accordance with these Terms;
<b>“Comparable Employee”</b>	means as defined in Schedule 1 to these Terms;
<b>“Conduct Regulations”</b>	means the Conduct of Employment Agencies and Employment Businesses Regulations 2003
<b>“Confidential Information”</b>	means any and all confidential commercial, financial, marketing, technical or other information or data of whatever nature relating to the Hirer or Employment Business or their business or affairs (including but not limited to these Terms, data, records, reports, agreements, software, programs, specifications, know-how, trade secrets and other information concerning the Assignment) in any form or medium whether disclosed or granted access to whether in writing, orally or by any other means, provided to the Agency Worker or any third party in relation to the Assignment by the Hirer or the Employment Business or by a third party on behalf of the Hirer whether before or after the date of these Terms together with any reproductions of such information in any form or medium or any part(s) of such information;
<b>“Control”</b>	means (a) the legal or beneficial ownership, directly or indirectly, of more than 50% of the issued share capital or similar right of ownership; or (b) the power to direct or cause the direction of the affairs and/or general management of the company, partnership, statutory body or other entity in question, whether through the ownership of voting capital, by contract or otherwise, and “Controls” and “Controlled” shall be construed accordingly;
<b>“Data Protection Laws”</b>	means the General Data Protection Regulations May 2018 (GDPR) any applicable statutory or regulatory provisions and all European Directives and regulations in force from time to time relating to the protection and transfer of personal data;
<b>“Employment Business”</b>	YourRecruit (UK) Limited registered company number 3022945 of Quadrant House, 61/65 Croydon Road, Caterham, Surrey, CR3 6PB;

**YourRecruit Group Head Office**

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## TERMS OF BUSINESS

### WITH A HIRER FOR THE SUPPLY OF AGENCY WORKERS

<b>“Engagement”</b>	means the engagement (including the Agency Worker’s acceptance of the Hirer’s offer), employment or use of the Agency Worker by the Hirer or by any third party to whom the Agency Worker has been introduced by the Hirer, on a permanent or temporary basis, whether under a contract of service or for services; under an agency, licence, franchise or partnership agreement; or any other engagement; or through a limited company of which the Agency Worker is an officer, employee or other representative; and “Engage”, “Engages” and “Engaged” shall be construed accordingly;
<b>“First Assignment”</b>	means: (a) the relevant Assignment; or (b) if, prior to the relevant Assignment: (i) the Agency Worker has worked in any assignment in the same role with the relevant Hirer as the role in which the Agency Worker works in the relevant Assignment; and (ii) the relevant Qualifying Period commenced in any such assignment, that assignment (an assignment being (for the purpose of this defined term) a period of time during which the Agency Worker is supplied by one or more Temporary Work Agencies to the relevant Hirer to work temporarily for and under the supervision and direction of the relevant Hirer);
<b>“Hirer”</b>	means the person, firm or corporate body together with any subsidiary or associated person, firm or corporate body (as the case may be) to whom the Agency Worker is Introduced;
<b>“Hirer’s Group”</b>	means (a) any individual, company, partnership, statutory body or other entity which from time to time Controls the Hirer, including (but not limited to) as a holding company as defined in section 1159 of the Companies Act 2006; and (b) any company, partnership, statutory body or other entity which from time to time is Controlled by or is under common Control with the Hirer, including (but not limited to) as a subsidiary or holding company as defined in section 1159 of the Companies Act 2006;
<b>“Introduction”</b>	means (i) the passing to the Hirer of a curriculum vitae or information which identifies the Agency Worker; or (ii) the Hirer’s interview of the Agency Worker (in person or by telephone or by any other means), following the Hirer’s instruction to the Employment Business to supply a temporary worker; or (iii) the supply of the Agency Worker; and, in any case, which leads to an Engagement of the temporary worker or the Agency Worker; and “Introduced” and “Introducing” shall be construed accordingly;
<b>“Losses”</b>	means all losses, liabilities, damages, costs, expenses whether direct, indirect, special or consequential (including, without limitation, any economic loss or other loss of profits, business or goodwill, management time and reasonable legal fees) and charges, including such items arising out of or resulting from actions, proceedings, claims and demands;
<b>“Period of Extended Hire”</b>	means any additional period that the Hirer wishes the Agency Worker to be supplied for beyond the duration of the original Assignment or series of Assignments as an alternative to paying a Transfer Fee;
<b>“Qualifying Period”</b>	means 12 continuous Calendar Weeks during the whole or part of which the Agency Worker is supplied by one or more Temporary Work Agencies to the relevant Hirer to work temporarily for and under the supervision and direction of the relevant Hirer in the same role, and as further defined in Schedule 1 to these Terms;
<b>“Relevant Period”</b>	means the later of (a) the period of 8 weeks commencing on the day after the last day on which the Agency Worker worked for the Hirer having been supplied by the Employment Business; or (b) the period of 14 weeks commencing on the first day on which the Agency Worker worked for the Hirer having been supplied by the Employment Business or 14 weeks from the first day of the most recent Assignment where there has been a break of more than 6 weeks (42 days) since any previous assignment;

## TERMS OF BUSINESS

### WITH A HIRER FOR THE SUPPLY OF AGENCY WORKERS

**“Relevant Terms and Conditions”**

means terms and conditions relating to:

- (a) pay;
- (b) the duration of working time;
- (c) night work;
- (d) rest periods;
- (e) rest breaks; and
- (f) annual leave that are ordinarily included in the contracts of employees or workers (as appropriate) of the Hirer whether by collective agreement or otherwise and including (for the avoidance of doubt and without limitation) such terms and conditions that have become contractual by virtue of custom and practice, including copies of all relevant documentation;

**“Remuneration”**

includes gross base salary or fees, guaranteed and/or anticipated bonus and commission earnings, allowances, inducement payments, the benefit of a company car and all other payments and taxable (and, where applicable, non-taxable) emoluments payable to or receivable by the Agency Worker for services provided to or on behalf of the Hirer or any third party. Where a company car is provided, a notional amount of £3000 will be added to the salary in order to calculate the Employment Business' fee;

**“Temporary Work Agency”** means as defined in Schedule 1 to these Terms;

**“Terms”**

means these terms of business (including the attached schedules) together with any applicable Assignment Details Form;

**“Transfer Fee”**

means the fee payable in accordance with clause 8 of these Terms and Regulation 10 of the Conduct Regulations;

**“Vulnerable Person”**

means any person who by reason of age, infirmity, illness, disability or any other circumstance is in need of care or attention, and includes any person under the age of eighteen; and

**“WTR”**

means the Working Time Regulations 1998

- 1.2.** Unless the context otherwise requires, references to the singular include the plural and references to the masculine include the feminine and vice versa.
- 1.3.** The headings contained in these Terms are for convenience only and do not affect their interpretation.
- 1.4.** Any reference, express or implied, to an enactment includes a reference to that enactment as from time to time amended, modified, extended, re-enacted, replaced or applied by or under any other enactment (whether before or after the date of these Terms) and all subordinate legislation made (before or after these Terms) under it from time to time.

## 2. THE CONTRACT

- 2.1.** These Terms constitute the contract between the Employment Business and the Hirer for the supply of the Agency Worker's services by the Employment Business to the Hirer and are deemed to be accepted by the Hirer by virtue of its request for, interview with or Engagement of the Agency Worker, or the passing of any information by the Hirer about an Agency Worker to any third party following an Introduction.
- 2.2.** These Terms contain the entire agreement between the parties and unless otherwise agreed in writing by a director of the Employment Business, these Terms prevail over any terms of business or purchase conditions (or similar) put forward by the Hirer.
- 2.3.** Subject to clause 6.2, no variation or alteration to these Terms shall be valid unless the details of such variation are agreed between a director of the Employment Business and the Hirer and are set out in writing and a copy of the varied Terms is given to the Hirer stating the date on or after which such varied Terms shall apply.
- 2.4.** The Employment Business shall act as an employment business (as defined in Section 13(3) of the Employment Agencies Act 1973 or in the Employment (Miscellaneous Provisions) (Northern Ireland) Order 1981) (as amended) when Introducing Agency Workers for Assignments with the Hirer.

## TERMS OF BUSINESS

### WITH A HIRER FOR THE SUPPLY OF AGENCY WORKERS

#### 3. HIRER OBLIGATIONS

- 3.1.** To enable the Employment Business to comply with its obligations under the Conduct Regulations the Hirer undertakes to provide to the Employment Business details of the position which the Hirer seeks to fill, including the following:
- 3.1.1.** the type of work that the Agency Worker would be required to do;
  - 3.1.2.** the location and hours of work;
  - 3.1.3.** the experience, training, qualifications and any authorisation which the Hirer considers necessary or which are required by law or any professional body for the Agency Worker to possess in order to work in the position;
  - 3.1.4.** any risks to health or safety known to the Hirer and what steps the Hirer has taken to prevent or control such risks;
  - 3.1.5.** the date the Hirer requires the Agency Worker to commence the Assignment;
  - 3.1.6.** the duration or likely duration of the Assignment.
- 3.2.** The Hirer will assist the Employment Business in complying with the Employment Business' duties under the WTR by supplying any relevant information about the Assignment requested by the Employment Business and the Hirer will not do anything to cause the Employment Business to be in breach of its obligations under these Regulations. If the Hirer requires the services of an Agency Worker for more than 48 hours in any week during the course of an Assignment, the Hirer must notify the Employment Business of this requirement before the commencement of the Assignment or at the very latest, where this is not reasonably practicable, before the commencement of the week in which the Hirer requires the Agency Worker to work in excess of 48 hours.
- 3.3.** The Hirer will comply with its obligations under Regulation 12 (Rights of agency workers in relation to access to collective facilities and amenities) and 13 (Rights of agency workers in relation to access to employment) of the AWR.
- 3.4.** To enable the Employment Business to comply with its obligations under the AWR, the Hirer undertakes as soon as possible prior to the commencement of each Assignment and during each Assignment (as appropriate) and at any time at the Employment Business' request:
- 3.4.1.** to inform the Employment Business of any Calendar Weeks in which the Agency Worker has worked in the same or a similar role with the Hirer via any third party prior to the date of commencement of the relevant Assignment and/or during the relevant Assignment which count or may count towards the Qualifying Period;
  - 3.4.2.** if, the Agency Worker has worked in the same or a similar role with the Hirer via any third party prior to the date of commencement of the relevant Assignment and/or works in the same or a similar role with the Hirer via any third party during the relevant Assignment, to provide the Employment Business with all the details of such work which may count towards the Qualifying Period, including (without limitation) details of where, when and the period(s) during which such work was undertaken and any other details requested by the Employment Business;
  - 3.4.3.** to inform the Employment Business if, the Agency Worker has prior to the date of commencement of the relevant Assignment and/or during the relevant Assignment carried out work which could be deemed to count toward the Qualifying Period for the relevant Assignment in accordance with Regulation 9 of the AWR because s/he has:
    - 3.4.3.1.** completed two or more assignments with the Hirer;
    - 3.4.3.2.** completed at least one assignment with the Hirer and one or more earlier assignments with any member of the Hirer's Group; and/or
    - 3.4.3.3.** worked in more than two roles during an assignment with the Hirer and on at least two occasions worked in a role that was not the same role as the previous role;
  - 3.4.4.** save where the Agency Worker will not complete the Qualifying Period during the term of the Assignment, to:
    - 3.4.4.1.** provide the Employment Business with written details of the basic working and employment conditions the Agency Worker would be entitled to for doing the same job if the Agency Worker had been recruited directly by the Hirer as an employee or worker at the time the Qualifying Period commenced or with those of a Comparable Employee, such basic working and employment conditions being the Relevant Terms and Conditions;
    - 3.4.4.2.** inform the Employment Business in writing whether the Relevant Terms and Conditions provided are those of a hypothetical directly recruited employee or worker or those of a Comparable Employee;
    - 3.4.4.3.** if the Relevant Terms and Conditions provided are those of a Comparable Employee, provide the Employment Business with a written explanation of the basis on which the Hirer considers that the relevant individual is a Comparable Employee; and
    - 3.4.4.4.** inform the Employment Business in writing of any variations in the Relevant Terms and Conditions made at any time during the relevant Assignment after the Qualifying Period commenced; and
  - 3.4.5.** save where the Agency Worker will not complete the Qualifying Period during the term of the Assignment, to provide the Employment Business with written details of its pay and benefits structures and appraisal processes and any variations of the same.

## TERMS OF BUSINESS

### WITH A HIRER FOR THE SUPPLY OF AGENCY WORKERS

- 3.5** In addition, for the purpose of awarding any bonus to which the Agency Worker may be entitled under the AWR, the Hirer will:
- 3.5.1.** integrate the Agency Worker into its relevant performance appraisal system;
  - 3.5.2.** assess the Agency Worker's performance;
  - 3.5.3.** provide the Employment Business with copies of all documentation relating to any appraisal of the Agency Worker, including without limitation written details of the outcome of any appraisal and the amount of any bonus awarded; and
  - 3.5.4.** provide the Employment Business with all other assistance the Employment Business may request in connection with the assessment of the Agency Worker's performance for the purpose of awarding any bonus.
- 3.6.** The Hirer will comply with all the Employment Business' requests for information and any other requirements to enable the Employment Business to comply with the AWR.
- 3.7** The Hirer warrants that:
- 3.7.1.** all information and documentation supplied to the Employment Business in accordance with clauses 3.3, 3.4 and 3.5 is complete, accurate and up-to-date; and
  - 3.7.2.** it will, during the term of the relevant Assignment, immediately inform the Employment Business in writing of any subsequent change in any information or documentation provided in accordance with clauses 3.3, 3.4 and 3.5;
- 3.8** Without prejudice to clauses 14.7 and 14.8, the Hirer shall inform the Employment Business in writing of any:
- 3.8.1.** oral or written complaint the Agency Worker makes to the Hirer which is or may be a complaint connected with rights under the AWR; and
  - 3.8.2.** written request for information relating to the Relevant Terms and Conditions that the Hirer receives from the Agency Worker [as soon as possible but no later than 7 calendar days from the day on which any such oral complaint is made to or written complaint or request is received by the Hirer and the Hirer will take such action and give such information and assistance as the Employment Business may request, and within any timeframe requested by the Employment Business, in order to resolve any such complaint or to provide any such information in a written statement to the Agency Worker within 28 days of the Hirer's receipt of such a request in accordance with Regulation 16 of the AWR and the Hirer will provide the Employment Business with a copy of any such written statement.
- 3.9** The Hirer undertakes that it knows of no reason why it would be detrimental to the interests of the Agency Worker for the Agency Worker to fill the Assignment.

#### 4. INFORMATION TO BE PROVIDED BY THE EMPLOYMENT BUSINESS TO THE HIRER

- 4.1.** When Introducing an Agency Worker to the Hirer the Employment Business shall inform the Hirer:
- 4.1.1.** of the identity of the Agency Worker;
  - 4.1.2.** that the Agency Worker has the necessary or required experience, training, qualifications and any authorisation required by law or a professional body to work in the Assignment;
  - 4.1.3.** that the Agency Worker is willing to work in the Assignment; and
  - 4.1.4.** the Charges
- 4.2.** Where such information is not given in paper form or by electronic means it shall be confirmed by such means by the end of the third business day (excluding Saturday, Sunday and any Public or Bank Holiday) following, save where the Agency Worker is Introduced for an Assignment in the same position as one in which the Agency Worker had previously been supplied within the previous 5 business days and such information has already been given to the Hirer, unless the Hirer requests that the information be resubmitted.

#### 5. TIMESHEETS

- 5.1.** At the end of each week of an Assignment (or at the end of the Assignment where it is for a period of 1 week or less) the Hirer shall sign the Employment Business' timesheet verifying the number of hours worked by the Agency Worker during that week.
- 5.2.** Signature of the timesheet by the Hirer is confirmation of the number of hours worked. If the Hirer is unable to sign a timesheet produced for authentication by the Agency Worker because the Hirer disputes the hours claimed, the Hirer shall inform the Employment Business as soon as is reasonably practicable and shall co-operate fully and in a timely fashion with the Employment Business to enable the Employment Business to establish what hours, if any, were worked by the Agency Worker. Failure to sign the timesheet does not absolve the Hirer of its obligation to pay the Charges in respect of the hours worked.
- 5.3.** The Hirer shall not be entitled to decline to sign a timesheet on the basis that it is dissatisfied with the work performed by the Agency Worker. In the event that the Hirer is dissatisfied with the Agency Worker the provisions of clause 10.1 below shall apply.

## TERMS OF BUSINESS

### WITH A HIRER FOR THE SUPPLY OF AGENCY WORKERS

#### 6. CHARGES

- 6.1.** The Hirer agrees to pay the Charges as notified to and agreed with the Hirer. The Charges are calculated according to the number of hours worked by the Agency Worker (to the nearest quarter hour) and comprise the following:
- 6.1.1.** the Agency Worker's hourly rate of pay;
  - 6.1.2.** an amount equal to any paid holiday leave to which the Agency Worker is entitled in connection with the WTR and, where applicable, the AWR and which is accrued during the course of an Assignment;
  - 6.1.3.** any other amounts to which the Agency Worker is entitled under the AWR, where applicable;
  - 6.1.4.** employer's National Insurance contributions;
  - 6.1.5.** any travel, hotel or other expenses as may have been agreed with the Hirer or, if there is no such agreement, such expenses as are reasonable; and
  - 6.1.6.** the Employment Business's commission, which is calculated as a percentage of the Agency Worker's hourly rate.
- 6.2.** The Employment Business reserves the right to vary the Charges agreed with the Hirer, by giving written notice to the Hirer:
- 6.2.1.** in order to comply with any additional liability imposed by statute or other legal requirement or entitlement, including but not limited to the AWR; and/or
  - 6.2.2.** if there is any variation in the Relevant Terms and Conditions.
- 6.3.** The Employment Business will invoice the Charges to the Hirer on a weekly basis. The Hirer will pay the Charges within 7 days of the date of the invoice or the number of days agreed by the agency and this will be indicated in our Assignment Details Form.
- 6.4.** In addition to the Charges, the Hirer will pay the Employment Business an amount equal to any bonus that the Hirer awards to the Agency Worker in accordance with clause 3.5 immediately following any such award and the Employment Business will pay any such bonus to the Agency Worker. For the avoidance of doubt, the Hirer will also pay any employer's National Insurance Contributions and the Employment Business' commission on the bonus (calculated using the same percentage rate as that used under clause 6.1.6) in addition to any bonus payable to the Agency Worker.
- 6.5.** VAT is payable at the applicable rate on the entirety of the Charges and all sums payable under clause 6.4.
- 6.6.** The Employment Business reserves the right to charge interest under the Late Payment of Commercial Debts (Interest) Act 1998 on invoiced amounts unpaid by the due date at the rate of 8% per annum above the base rate from time to time of the Bank of England from the due date until the date of payment.
- 6.7.** No refunds are payable by the Employment Business in respect of the Charges.
- 6.8.** The Hirer's obligations under this clause 6 shall be performed without any right of the Hirer to invoke set-off, deductions, withholdings or other similar rights.

#### 7. PAYMENT OF THE AGENCY WORKER

The Employment Business is responsible for paying the Agency Worker and where appropriate, for the deduction and payment of National Insurance Contributions and PAYE Income Tax applicable to the Agency Worker pursuant to sections 44-47 of the Income Tax (Earnings and Pensions) Act 2003.

#### 8. TRANSFER FEES

- 8.1.** The Hirer shall be liable to pay a Transfer Fee if the Hirer Engages an Agency Worker Introduced by the Employment Business other than via the Employment Business or introduces the Agency Worker to a third party and such introduction results in an Engagement of the Agency Worker by the third party other than via the Employment Business and:
- 8.1.1.** where the Agency Worker has been supplied by the Employment Business, such Engagement takes place during the Assignment or within the Relevant Period; or
  - 8.1.2.** where the Agency Worker has not been supplied, such Engagement takes place within 6 months from the date of the Introduction to the Hirer.

The Transfer Fee will be calculated in accordance with Schedule 2.

- 8.2.** If the Hirer wishes to Engage the Agency Worker other than via the Employment Business without liability to pay a Transfer Fee, the Hirer may, on giving 14 days' written notice to the Employment Business, engage the Agency Worker for the Period of Extended Hire specified in Schedule 2.

## TERMS OF BUSINESS

### WITH A HIRER FOR THE SUPPLY OF AGENCY WORKERS

- 8.3.** During such Period of Extended Hire the Employment Business shall supply the Agency Worker on the same terms on which s/he has or would have been supplied during the Assignment and in any case on terms no less favourable than those terms which applied immediately before the Employment Business received the notice in clause 8.2; and the Hirer shall continue to pay the Charges set out in clause 6. If the Employment Business is unable to supply the Agency Worker for any reason outside its control for the whole or any part of the Period of Extended Hire; or the Hirer does not wish to hire the Agency Worker on the same terms as the Assignment; but the Agency Worker is Engaged by the Hirer, the Hirer shall pay the Transfer Fee, reduced pro-rata to reflect any Charges paid by the Hirer during any part of the Period of Extended Hire worked by the Agency Worker before being Engaged by the Hirer. If the Hirer fails to give notice of its intention to Engage the Agency Worker other than via the Employment Business before such Engagement commences, the parties agree that the Transfer Fee shall be due in full.
- 8.4.** Where prior to the commencement of the Hirer's Engagement other than via the Employment Business the Employment Business and the Hirer agree that such Engagement will be on the basis of a fixed term of less than 12 months, the Employment Business may, in its absolute discretion, reduce the Transfer Fee as calculated in accordance with Schedule 2 pro-rata. Such reduction is subject to the Hirer Engaging the Agency Worker for the agreed fixed term. Should the Hirer extend the Agency Worker's Engagement or re-Engage the Agency Worker within 12 months from the commencement of the initial Engagement the Employment Business reserves the right to recover the balance of the Transfer Fee.
- 8.5.** The Employment Business will not refund the Transfer Fee in the event that the Engagement of the Agency Worker other than via the Employment Business by the Hirer or by a third party to which the Hirer introduces the Agency Worker terminates or terminates before the end of the fixed term referred to in clause 8.4.
- 8.6.** VAT is payable in addition to any Transfer Fee due.

## 9. SUITABILITY CHECKS AND INFORMATION TO BE PROVIDED IN SPECIAL SITUATIONS

- 9.1.** Where:
- 9.1.1.** the Agency Worker is required by law, or any professional body to have any qualifications or authorisations to work on the Assignment, the Employment Business will take all reasonably practicable steps to obtain and offer to provide to the Hirer copies of any relevant qualifications or authorisations of the Agency Worker; and
- 9.1.2.** in addition, where the Assignment involves working with, caring for or attending one or more Vulnerable Persons, the Employment Business will take all reasonably practicable steps to obtain and offer to provide copies to the Hirer of two references from persons who are not relatives of the Agency Worker and who have agreed that the references they provide may be disclosed to the Hirer; and such other reasonably practicable steps as are required to confirm that the Agency Worker is suitable for the Assignment. If the Employment Business has taken all reasonably practicable steps to obtain the information above and has been unable to do so fully it shall inform the Hirer of the steps it has taken to obtain this information in any event.
- 9.2.** The Hirer shall advise the Employment Business at the time of instructing the Employment Business to supply an Agency Worker whether during the course of the Assignment, the Agency Worker will be required to work with, care for or attend one or more Vulnerable Persons or engage in regulated activity as defined in the Safeguarding Vulnerable Groups Act 2006 or the Protecting Vulnerable Groups (Scotland) Act 2007 or the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007].
- 9.3.** The Hirer shall assist the Employment Business by providing any information required to allow the Employment Business to comply with its statutory obligations under the Safeguarding Vulnerable Groups Act 2006 or the Protecting Vulnerable Groups (Scotland) Act 2007 or the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007 and to allow the Employment Business to select a suitable Agency Worker for the Assignment.
- 9.4.** In particular in the event that the Hirer removes an Agency Worker from an Assignment in circumstances which would require the Employment Business to provide information to the Disclosure and Barring Service (or the equivalent authority) under the Safeguarding Vulnerable Groups Act 2006 or the Protecting Vulnerable Groups (Scotland) Act 2007 or the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007], the Hirer will provide sufficient information to the Employment Business to allow it to discharge its statutory obligations.

## 10. UNSUITABILITY OF THE AGENCY WORKER

- 10.1.** The Hirer undertakes to supervise the Agency Worker sufficiently to ensure the Hirer's satisfaction with the Agency Worker's standards of work. If the Hirer reasonably considers that the services of the Agency Worker are unsatisfactory, the Hirer may terminate the Assignment either by instructing the Agency Worker to leave the Assignment immediately, or by directing the Employment Business to remove the Agency Worker. The Employment Business may, in its absolute discretion, in such circumstances, reduce or cancel the Charges for the time worked by that Agency Worker, provided that the Hirer has notified the Employment Business immediately that they have asked the Agency Worker to leave the Assignment or the Assignment terminates:
- 10.1.1.** within 4 hours of the Agency Worker commencing the Assignment where the Assignment is for more than 7 hours; or
- 10.1.2.** within 2 hours for Assignments of 7 hours or less; and provided that notification of the unsuitability of the Agency Worker is confirmed in writing to the Employment Business within 48 hours of the termination of the Assignment.



## TERMS OF BUSINESS

### WITH A HIRER FOR THE SUPPLY OF AGENCY WORKERS

- 10.2.** The Employment Business shall notify the Hirer immediately if it receives or otherwise obtains information which gives the Employment Business reasonable grounds to believe that any Agency Worker supplied to the Hirer is unsuitable for the Assignment and shall be entitled to terminate the Assignment forthwith without prior notice and without liability. Notwithstanding, the Hirer shall remain liable for all Charges incurred prior to the termination of the Assignment.
- 10.3.** The Hirer shall notify the Employment Business immediately and without delay and in any event within 2 hours if the Agency Worker fails to attend work or has notified the Hirer that they are unable to attend work for any reason.

#### 11. TERMINATION OF THE ASSIGNMENT

Any of the Hirer, the Employment Business or the Agency Worker may terminate an Assignment at any time without prior notice and without liability (except in the case of termination by the Hirer, who shall be liable for any Charges due under clause 6 above).

#### 12. CONFIDENTIALITY AND DATA PROTECTION

- 12.1.** All information relating to an Agency Worker is confidential and subject to the Data Protection Laws and is provided solely for the purpose of providing work-finding services to the Hirer. Such information must not be used for any other purpose nor divulged to any third party and the Hirer undertakes to abide by the provisions of the Data Protection Laws in receiving and processing the data at all times.
- 12.2.** The Employment Business undertakes to keep confidential all Relevant Terms and Conditions that the Hirer discloses to the Employment Business and not to use such information except for the purposes of compliance with the AWR (including, for the avoidance of doubt and without limitation, when dealing with any request for information or complaint made by any Agency Worker or any AWR Claim).
- 12.3.** Information relating to the Employment Business' business which is capable of being confidential must be kept confidential and not divulged to any third party, except information which is in the public domain.

#### 13. INTELLECTUAL PROPERTY RIGHTS

All copyright, trademarks, patents and other intellectual property rights deriving from the Assignment shall belong to the Hirer. Accordingly, the Employment Business shall use its reasonable endeavours to ensure that the Agency Worker shall execute all such documents and do all such acts in order to give effect to the Hirer's rights pursuant to this clause.

#### 14. LIABILITY

- 14.1.** Whilst reasonable efforts are made by the Employment Business to give satisfaction to the Hirer by ensuring reasonable standards of skill, integrity and reliability from the Agency Worker and to provide the same in accordance with the Assignment details as provided by the Hirer, no liability is accepted by the Employment Business for any loss, expense, damage or delay arising from any failure to provide any Agency Worker for all or part of the Assignment or from the negligence, dishonesty, misconduct or lack of skill of the Agency Worker or if the Agency Worker terminates the Assignment for any reason. For the avoidance of doubt, the Employment Business does not exclude liability for death or personal injury arising from its own negligence or for any other loss which it is not permitted to exclude under law.
- 14.2.** Agency Workers supplied by the Employment Business pursuant to these Terms are engaged under contracts for services. They are not the employees of the Employment Business but are deemed to be under the supervision and direction of the Hirer from the time they report to take up duties and for the duration of the Assignment. The Hirer agrees to be responsible for all acts, errors or omissions of the Agency Worker, whether wilful, negligent or otherwise as though the Agency Worker was on the payroll of the Hirer.
- 14.3.** The Hirer shall advise the Employment Business of any special health and safety matters about which the Employment Business is required to inform the Agency Worker and about any requirements imposed by law or by any professional body, which must be satisfied if the Agency Worker is to fill the Assignment.
- 14.4.** The Hirer will also comply in all respects with all statutory provisions as are in force from time to time including, for the avoidance of doubt, but not limited to the WTR, Health and Safety At Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 or the Health and Safety at work (Northern Ireland) Order 1978 and the management of Health and Safety at Work (Northern Ireland) Regulations 2000] (as amended), by-laws, codes of practice and legal requirements to which the Hirer is ordinarily subject in respect of the Hirer's own staff (excluding the matters specifically mentioned in clause 7 above), including in particular the provision of adequate Employer's and Public Liability Insurance cover for the Agency Worker during all Assignments.
- 14.5.** The Hirer undertakes not to request the supply of an Agency Worker to perform the duties normally performed by a worker who is taking part in official industrial action or duties normally performed by a worker who has been transferred by the Hirer to perform the duties of a person on strike or taking official industrial action.

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## TERMS OF BUSINESS

### WITH A HIRER FOR THE SUPPLY OF AGENCY WORKERS

- 14.6. The Hirer shall indemnify and keep indemnified the Employment Business against any Losses incurred by the Employment Business arising out of any Assignment or arising out of any non-compliance with, and/or as a result of any breach of, these Terms by the Hirer.
- 14.7. The Hirer shall inform the Employment Business in writing of any AWR Claim which comes to the notice of the Hirer as soon possible but no later than 7 calendar days from the day on which such AWR Claim comes to the notice of the Hirer.
- 14.8. If the Agency Worker brings, or threatens to bring, any AWR Claim, the Hirer undertakes to take such action and give such information and assistance as the Employment Business may request, and within any timeframe requested by the Employment Business and at the Hirer's own cost, to avoid, dispute, resist, mitigate, compromise or defend any such AWR Claim and to appeal against any judgment given in respect thereof.

#### 15. NOTICES

All notices which are required to be given in accordance with these Terms shall be in writing and may be delivered personally or by first class prepaid post to the registered office of the party upon whom the notice is to be served or any other address that the party has notified the other party in writing, including by email or facsimile transmission. Any such notice shall be deemed to have been served: if by hand when delivered, if by first class post 48 hours following posting and if by email or facsimile transmission, when that email or facsimile is sent.

#### 16. SEVERABILITY

If any of the provisions of these Terms shall be determined by any competent authority to be unenforceable to any extent, such provision shall, to that extent, be severed from the remaining Terms, which shall continue to be valid to the fullest extent permitted by applicable laws.

#### 17. RIGHTS OF THIRD PARTIES

None of the provisions of these Terms are intended to be for the benefit of or enforceable by third parties and the operation of the Contracts (Rights of Third Parties) Act 1999 is excluded.

#### 18. GOVERNING LAW AND JURISDICTION

These Terms are governed by the law of England & Wales and are subject to the exclusive jurisdiction of the Courts of England and Wales.

.....  
Signed for and on behalf of the Hirer

.....  
[print name here]

**I confirm I am authorised to sign these Terms for and on behalf of the Hirer.**

.....  
Date

## TERMS OF BUSINESS

### WITH A HIRER FOR THE SUPPLY OF AGENCY WORKERS

#### SCHEDULE 1: “COMPARABLE EMPLOYEE”, “QUALIFYING PERIOD” AND “TEMPORARY WORK AGENCY”

“Comparable Employee” means as defined in Regulation 5(4) of the AWR being an employee of the Hirer who:

- (a) works for and under the supervision of the Hirer and is engaged in the same or broadly similar work as the Agency Worker having regard, where relevant, to whether the employee and the Agency Worker have a similar level of qualification and skill; and
- (b) works or is based at the same establishment as the Agency Worker or, where there is no comparable employee working or based at that establishment who satisfies the requirements of (a) above, works or is based at a different establishment and satisfies those requirements.

For the purpose of the definition of “Qualifying Period” in clause 1.1 of these Terms, when calculating whether any weeks completed with the Hirer count as continuous towards the Qualifying Period, where:

- (a) the Agency Worker has started working during an assignment and there is a break, either between assignments or during an assignment, when the Agency Worker is not working;
- (b) the break is:
  - (i) for any reason and not more than six Calendar Weeks;
  - (ii) wholly due to the fact that the Agency Worker is incapable of working in consequence of sickness or injury and the break is 28 Calendar Weeks or less; paragraph (iii) does not apply; and, if required to do so by the Employment Business, the Agency Worker has provided such written medical evidence as may reasonably be required;
  - (iii) related to pregnancy, childbirth or maternity and is at a time in a protected period, being a period beginning at the start of the pregnancy and ending at the end of the 26 weeks beginning with childbirth (being the birth of a living child or the birth of a child whether living or dead after 24 weeks of pregnancy) or, if earlier, when the Agency Worker returns to work;
  - (iv) wholly for the purpose of taking time off or leave, whether statutory or contractual, to which the Agency Worker is otherwise entitled which is:
    - i. ordinary, compulsory or additional maternity leave;
    - ii. ordinary or additional adoption leave;
    - iii. ordinary or additional paternity leave;
    - iv. time off or other leave not listed in paragraphs (iv)i, ii, or iii above; or
    - v. for more than one of the reasons listed in paragraphs (iv)i, ii, iii to iv above;
  - (v) wholly due to the fact that the Agency Worker is required to attend at any place in pursuance to being summoned for service as a juror and the break is 28 Calendar Weeks or less;
  - (vi) wholly due to a temporary cessation in the Hirer’s requirement for any worker to be present at the establishment and work in a particular role for a pre-determined period of time according to the established custom and practices of the Hirer;
  - (vii) wholly due to a strike, lock-out or other industrial action at the Hirer’s establishment; or
  - (viii) wholly due to more than one of the reasons listed in paragraphs (ii), (iii), (iv), (v), (vi) or (vii); and
- (c) the Agency Worker returns to work in the same role with the Hirer, any weeks during which the Agency Worker worked for the Hirer before the break shall be carried forward and treated as counting towards the Qualifying Period with any weeks during which the Agency Worker works for the Hirer after the break. In addition, when calculating the number of weeks during which the Agency Worker has worked, where the Agency Worker has started working in a role during an Assignment and is unable to continue working for a reason described in paragraph (b)(iii) or (b)(iv)i., ii, or iii., for the period that is covered by one or more such reasons, the Agency Worker shall be deemed to be working in that role with the Hirer for the original intended duration or likely duration of the relevant Assignment, whichever is the longer. For the avoidance of doubt, time spent by the Agency Worker working during an assignment before 1 October 2011 does not count for the purposes of the definition of “Qualifying Period”.

“Temporary Work Agency” means as defined in Regulation 4 of the AWR being a person engaged in the economic activity, public or private, whether or not operating for profit, and whether or not carrying on such activity in conjunction with others, of:

- (a) supplying individuals to work temporarily for and under the supervision and direction of hirers; or
- (b) paying for, or receiving or forwarding payment for, the services of individuals who are supplied to work temporarily for and under the supervision and direction of hirers.

Notwithstanding paragraph (b) of this definition a person is not a Temporary Work Agency if the person is engaged in the economic activity of paying for, or receiving or forwarding payments for, the services of individuals regardless of whether the individuals are supplied to work for hirers. For the purpose of this definition, a “hirer” means a person engaged in economic activity, public or private, whether or not operating for profit, to whom individuals are supplied, to work temporarily for and under the supervision and direction of that person.

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## **TERMS OF BUSINESS**

### **WITH A HIRER FOR THE SUPPLY OF AGENCY WORKERS**

#### **SCHEDULE 2: TRANSFER FEES**

- (a) The Transfer Fee referred to in clause 8 shall be calculated as follows: 13% of the Remuneration payable to the Agency Worker during the first 12 months of the Engagement or, if the actual amount of the Remuneration is not known, the Charges multiplied by 200.
- (b) The Period of Extended Hire, referred to in clause 8, before the Hirer Engages an Agency Worker shall be: 12 weeks.