



Authorisation rules for private employment agencies  
**For candidates and employees**



# Authorisation of private employment agencies

**AUTHORISED PRIVATE EMPLOYMENT AGENCIES** provide recruitment and temporary staffing services expertly, responsibly and professionally.

**Authorised private employment agency** refers to an agency that provides recruitment and/or temporary staffing services and has gained authorisation. Authorisation may be granted if an agency meets the conditions of authorisation, which are available at [www.hyvatyopaikka.fi](http://www.hyvatyopaikka.fi). Authorised agencies undertake to comply with these authorisation rules and to operate responsibly.

**Customer company** refers to a company that purchases recruitment and/or temporary staffing services from a private employment agency.

**User company** refers to a company that makes a contract with a private employment agency for temporary

agency employees. As a rule, temporary agency employees work in the user company's office and under the user company's supervision and control.

**Candidate** refers to a person who applies for a vacancy in the customer company through a private employment agency.

**Temporary agency employee** refers to an employee who has signed a contract of employment with an authorised agency. They work in the user company and under its supervision and control.

**Feedback** on the operation of private employment agencies is welcomed at [www.hyvatyopaikka.fi](http://www.hyvatyopaikka.fi)

**Compliance with the authorisation rules is monitored.** If an authorised agency violates the authorisation rules, a warning may be issued or the authorisation may be revoked.



Authorized private  
employment  
agencies are identified  
by the Finnish slogan  
Hyvä työpaikka –  
Osaavaa rekrytointia.

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an agency meeting the con-  
ditions of authorisation  
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# PROFESSIONAL RECRUITMENT SERVICE

**AUTHORISED PRIVATE EMPLOYMENT AGENCIES** comply with the clear and easily understandable rules and practices of the private employment sector. Read more about the rules and practices of the sector at

**[www.hyvatyopaikka.fi](http://www.hyvatyopaikka.fi)**

## **AUTHORISED AGENCIES**

» take account of the principles listed in the Good Recruitment checklist as they recruit candidates. The objective of recruitment is to find the most suitable employee to a job and the optimal job for the employee. The purpose of the checklist is to improve recruitment so as to make the experience optimal for all those involved.

» comply with the private employment sector's guidelines for job advertising. The main objective of the guidelines is to ensure that a job advertisement posted by an authorised agency gives a correct and realistic picture of the vacancy.

» respect the privacy and information security of their candidates and employees by complying with the private employment sector's code of conduct for the processing of personal data. The purpose of the code of conduct is to provide the sector with instructions for the processing of personal data and to provide interpretations and recommendations for how the provisions of the Personal Data Act should be applied.

» comply with the private employment sector's rules for recruiting foreign employees. The purpose of the rules is to improve the position of foreign candidates and employees in Finland. The rules state, for example, that no employment agency fees are charged from foreign employees and that the employment contract is concluded in writing. In addition, the employee is given information about living and working in Finland.

» use only reliable aptitude assessments and other tests. The agencies make sure that the test results are analysed proficiently and that the candidate is given feedback on them.



PROFESSIONAL  
RECRUITMENT SERVICE

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**RESPONSIBLE  
EMPLOYER**

.....

FAIR AND EQUAL  
**TREATMENT**

.....

CARING FOR  
**EMPLOYEES**

.....

**COMPETENCE  
DEVELOPMENT AND  
MAINTENANCE**



# Responsible employer

**AUTHORISED PRIVATE EMPLOYMENT AGENCIES** are responsible temporary staffing employers that always comply with labour legislation and the collective agreement of each particular sector.

## **AUTHORISED AGENCIES**

- » keep their employees' data confidential.
- » give the employees the key terms of employment in writing.
- » apply either the collective agreement of the temporary staffing sector or the collective agreement binding the user company as the minimum terms of employment.
- » make every effort to make sure the employees' working hours, pay and other terms of employment are determined according to the same principles as the terms of employment of the user company's own employees doing similar work.
- » consider whether there is legal justification for a temporary employment contract.



» attend to the temporary agency employees' employment matters according to the law and a good personnel policy. To ensure this, each authorised agency has at least one person who is responsible for employment matters and has completed authorisation training and passed the appropriate test.

» undertake to comply with uniform principles in order that any benefits associated with the length of employment, such as entitlement to sick pay or annual leave, are retained when the employee has several fixed-term employments one after the other with only a short interval in between. (Principle of uninterrupted employment)

## PRINCIPLE OF UNINTERRUPTED EMPLOYMENT

» If the employee and the authorised agency have concluded several fixed-term employment contracts one after the other with only a short interval in between, the employment is considered to continue uninterrupted, if

- a fixed-term employment of less than four months is followed by an interval of no more than 3 calendar days;
- a fixed-term employment of four months or more but less than one year is followed by an interval of no more than 7 calendar days;
- a fixed-term employment of one year or more is followed by an interval of no more than 10 calendar days.

» If general terms of employment have been applied to a temporary employee ('employment contract for temporary work'), the employment is considered to continue uninterrupted, if

- the interval between the employee's periods of employment is no more than 6 calendar days.

» Further, the employment is considered to continue uninterrupted if the employee is entitled to a statutory leave between the fixed-term periods of employment (for example, annual leave according to the Annual Holidays Act, sick leave or some other leave).



# Fair and equal treatment

**AUTHORISED AGENCIES** support diversity, taking their candidates' and employees' different skills and backgrounds into account.

## **AUTHORISED AGENCIES**

» do not charge the employee for temporary staffing or recruitment.

» notify the employee of a potential recruitment fee as the employment contract is signed if such a fee has been agreed to be paid in a case where the employee enters into the employ of a user company within a specified time from the staffing assignment. The exact amount of the recruitment fee is a business secret.

» take a positive view towards their employees' unionisation.

» collect union membership fees from the employees if the collective agreement so requires.

# Caring for employees

**EMPLOYEES' WELL-BEING** is important to the authorised agencies. The agencies attend to their employees' occupational health and safety in cooperation with customer companies.

## **AUTHORISED AGENCIES**

- » provide all their employees employed for over six months with better-than- statutory occupational health care.
- » draft an action programme for occupational health and safety, and see to it that the employees elect an occupational safety representative as required by law.
- » attend to the occupational safety of their employees, and take out statutory accident insurance.
- » provide their employees with sufficient induction and orientation, and make sure the customer company introduces the employees to the actual job.

# Competence development and maintenance

## **AUTHORISED AGENCIES**

- » advance and support the employment of all their candidates.
- » give their employees an opportunity to try out different types of jobs.
- » attend to the employees' training, and maintain their competence, often in cooperation with the user company.
- » draft a personnel and training plan according to the Act on Co-operation within Undertakings.



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## For customer companies





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# Accountability and confidentiality

**AUTHORISED AGENCIES OF THE PRIVATE EMPLOYMENT SECTOR** are proficient and responsible partners complying with the valid legislation. Authorised agencies comply with good business practices in their customer relationships, and conscientiously meet the agreements they have made.

## **AUTHORISED AGENCIES**

» keep their customers' confidentiality, and attend to business secrets.

» act in such a way that they do not harm the customer company's reputation.

» conclude customer contracts mostly in writing.

» follow the general terms and conditions of the recruitment or temporary staffing sector in their customer contracts, and the principles they entail.



## **Accountability and CONFIDENTIALITY**

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**TRANSPARENCY IN ALL  
OPERATIONS**

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**PROFICIENT AND  
PROFESSIONAL  
SERVICE**

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**FAIRNESS AND  
COMPLIANCE  
WITH LABOUR  
MARKET RULES**

# Transparency in all operations

**AUTHORISED AGENCIES OPERATE** honestly and reliably. During the authorisation process, the agency's latest auditor's report, for example, will be reviewed.

## **AUTHORISED AGENCIES**

» have registered for the **Tilaaavastuu.fi** service, so the customer can check the up-to-date status whether the agency has any tax or pension contribution liability.

» provide temporary agency employees with picture ID cards in jobs where this is required. The ID card contains, for example, the employee's tax number.

# Proficient and professional service

**AUTHORISED AGENCIES** provide their customer companies with proficient, flexible and innovative personnel solutions. They also improve their services on a continuous basis, and help the customer companies advance their own business.

## **AUTHORISED AGENCIES**

» recruit and provide competent employees for their customers.

» use only reliable aptitude assessments and other tests.

» always verify that the information provided by a candidate is reliable.



# Fairness, and compliance with labour market rules

**AUTHORISED AGENCIES** treat their candidates and employees fairly in accordance with a good personnel policy.

## **AUTHORISED AGENCIES**

» comply with either the collective agreement of their own sector or the collective agreement binding the user company, in which case the temporary agency employees' minimum terms of employment correspond to the terms of employment applied to the user company's employees.

» collect reasonable recruitment fees in cases where the user company wants to recruit the temporary agency employee.

» do not provide new temporary agency employees to a company targeted in legal industrial action.