

Principles of operation and responsibility in the private employment services sector

“Private employment agencies are an important part of Finnish business, bringing work and employees together.

For their client companies, the agencies offer various personnel services, and for their employees, the agencies offer diverse job opportunities as well as training and coaching.”

Principles of operation and responsibility in the private employment services sector

Private Employment Agencies' Association HPL contributes to the development of the private employment sector. The association's member companies are committed to observing the association's principles of operation and responsibility. Member companies continuously develop their operations as responsible employers and partners.

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

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

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

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

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

You can **recognise the member companies** of the Private Employment Agencies' Association by the member company logo. More detailed information on the private employment sector and the association's member companies is available on our website.

Objective and definitions

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

- **Client company** refers to a company that purchases private employment services from a private employment service company. In the Employment Contracts Act, a client company is also called a **user company** in relation to temporary agency work.
- **Jobseeker** refers to a person who applies for a vacancy or job in a client company with an open application through a private employment service company.
- **Temporary agency worker** refers to an employee who has concluded an employment contract with a private employment service company. 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 (*HPL*).
- **We respect** the privacy and data protection of our jobseekers and employees by following the data protection guidelines in the human resources services sector. The guidelines have been created by HPL and prepared in accordance with the EU Data Protection Regulation (GDPR) and have been approved by the Data Protection Ombudsman.
- **We comply** with the rules for the recruitment of foreign employees for the private employment services sector (*HPL*).

"Responsibility is an important theme for the competitiveness and reputation of companies in our 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 there is a legal reason for doing so.
- **We comply** with the minimum terms of employment in accordance with the Employment Contracts Act, which are either based on the collective agreement of the private employment services sector or the collective agreement binding on a client company. If no applicable collective agreement exists, the terms concerning the salary, working hours and annual holidays of the hired employee are at least in accordance with the agreements or practices applicable to the client company.
- **We aim to ensure** that employees' working hours, pay and other terms of employment are defined in accordance with the same principles as the terms and conditions of the customer company's own employees performing similar work.
- **We pay** our employees their salary regardless of whether the client company pays the invoice for the temporary agency work service.

- **We handle** matters related to the employees' employment relationships in accordance with the law and good personnel policy. In order to ensure this, we always have at least one person in charge of employment relationships, who has completed HPL's employment relationship training in employment services and passed the related test.
- **We take into account**, as far as possible, the established principle of continuity in the field of employment services. This means that benefits related to the length of an employment relationship, such as the right to sick pay or annual leave, are retained when the employee has several fixed-term employment relationships in succession and when there is only a short break between the employment relationships.

"We pay our employees their salary regardless of whether the client company pays the invoice for the temporary agency work service."

We treat our employees fairly and equally

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

"We require our client companies to treat our employees equally and fairly."

We care about the well-being of our employees

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

"We provide our employees with sufficient training for the work and ensure that the client company also trains them for the actual job."

We develop and maintain the competence of our employees

- **We promote and support** the re-employment of all our employees.
- **We offer** our employees the opportunity to experiment with different types of work.
- **We ensure** that our employees are trained and help them maintain their competence. This is often done together with the client company.



- **We prepare** a personnel and training plan in accordance with the Act on Co-operation within Undertakings if the requirements laid down in the Act are met.

"We offer our employees the opportunity to experiment with different types of work."

Private employment agencies as responsible partners

We are a responsible and trustworthy partner

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

"As a rule, we prepare customer contracts in writing and always operate in accordance with the current legislation."

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 offer our client companies expert, flexible and innovative staffing solutions."

We respect the rules of the labour market and act fairly

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

"We treat our jobseekers and employees fairly and as required by good personnel policy."



Our goal is to provide a positive employee experience

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

“We commit ourselves to taking environmental responsibility and sustainable development into account.”