

Code of Professional Practice

All companies within The Jarell Group including PeopleLine are members of the REC (Recruitment Employment Confederation). As a committed member of the REC we strictly adhere to the REC Code of Professional Practice which is a clear framework of values and principles that support and underpin our business and the recruitment industry.

Our adherence to the Code actively demonstrates our commitment to professional and ethical recruitment. The Code focuses on outcomes and the impact of our on others while conducting our day-to-day activities.

General Principles

PeopleLine observe the highest principles of ethics, equity, integrity, professional conduct and fair practice in dealing with others and we conduct our business in a manner designed to enhance the operation, image and reputation of the recruitment industry.

Ethical conduct is not simply compliance with legal requirements, but extends to honesty, respect for and equitable treatment of others, integrity and social responsibility. It is conduct that holds up to disclosure and to public scrutiny. We act towards other members and non-members, candidates, clients and others at all times in good faith. PeopleLine actively seeks to support and uphold the mission and values of the REC.

Principle 1: Respect for Laws

- PeopleLine and our staff comply with all relevant legislation, statutory and non-statutory requirements and official guidance, and any future amendments to such requirements during the course of providing our services to others.

Principle 2: Respect for Honesty & Transparency

- PeopleLine will act honestly in all dealings with work-seekers, clients, members, non-members and others.
- In the course of representing a work-seeker or client, we shall not knowingly make a false or inaccurate statement, fail to disclose a material fact, or make a representation as to future matters without having reasonable grounds for making it.
- PeopleLine will adhere to principles of truth in advertising and will only advertise positions, through any medium, for which we have documented permission to recruit.
- All fees, charges and services provided will be explicitly and fully disclosed to clients prior to the acceptance of an assignment or prior to any work being undertaken for a client.
- PeopleLine will document all key stages of the recruitment process in line with relevant legislation and good practice guidance.

Principle 3: Respect for Work Relationships

- PeopleLine will not undertake actions that may unfairly or unlawfully jeopardise a work seeker's employment.
- PeopleLine will not undertake actions that may unfairly or unlawfully interfere in work relationships established by others.
- PeopleLine will not attempt unfairly or unlawfully to prevent a work seeker from seeking work from other sources.
- PeopleLine will in our dealings with all other REC Members and non-members treat them with respect and aim to work in a fair and open competitive environment.

Principle 4: Respect for Diversity

- PeopleLine will adhere to the spirit of all applicable human rights, employment laws and regulations and will treat work seekers, clients and others without prejudice or unjustified discrimination. PeopleLine will not act on an instruction from a client that is discriminatory and will, wherever possible, provide guidance to clients in respect of good diversity practice.
- PeopleLine and our staff will treat all work seekers and clients with dignity and respect and aim to provide equity of employment opportunities based on objective business related criteria.
- PeopleLine should establish working practices that safeguard against unlawful or unethical discrimination in the operation of our business.

Principle 5: Respect for Safety

- PeopleLine will act diligently in assessing risks to work seekers and clients and will not knowingly put at risk candidates, clients or others.
- PeopleLine will inform work seekers whenever they have reason to believe that an engagement may cause a risk to health and safety.

Principle 6: Respect for Professional Knowledge

- PeopleLine will work diligently to develop and maintain a satisfactory level of relevant and current professional knowledge.
- PeopleLine will ensure that our staff are adequately trained and skilled to undertake our responsibilities in recruitment practice.

Principle 7: Respect for Certainty of Engagement

- PeopleLine will supply work seekers with full details of the work, conditions of employment, the nature of the work to be undertaken, rates of pay, method and frequency of payment and pay arrangements in accordance with requirements of current legislation.
- PeopleLine will ensure that any variation to the engagement can only occur with prior notification and agreement of the worker.

Principle 8: Respect for Prompt & Accurate Payment

- PeopleLine will pay promptly and accurately any wages and benefits due in accordance with any agreed terms and legal requirements.
- PeopleLine will not penalise temporary/contract workers, for example for having been late or failed to attend part or all of an assignment or for poor performance, by making deductions from pay due for time that they have actually worked.
- PeopleLine will not take on assignments that could result in our inability to pay temporary/contract workers.

Principle 9: Respect for Ethical & International Recruitment

- PeopleLine will supply all overseas work seekers with the same level of information as set out and implied in Principle 7. In addition, information provided will include details of the likely cost of living in the area the prospective hirer is situated, the likely length of the job in question and the state of the employment market in the field they are being recruited into. All information will be provided at no cost to the work seeker.
- PeopleLine will ensure that in relation to overseas recruitment, we abide by all relevant legislation and Home Office guidelines and provide all relevant and applicable information to work seekers, clients and others.
- PeopleLine recruiting from outside the UK will not use overseas agents who charge for their services, unless that is the legal and normal custom and practice sanctioned by the government of the country of origin. In addition,
- PeopleLine must make all reasonable efforts to ascertain such information about any agents used and should be able to demonstrate that they have done so.
- PeopleLine should observe the highest principles of social responsibility, integrity, professionalism, equity and fair practice in our dealings with all overseas work seekers.

Principle 10: Respect for Confidentiality & Privacy

- PeopleLine will observe the highest principles of integrity, professionalism, equity and fair practice to maintain the confidentiality and privacy of candidate and client information and will respect the confidentiality of records in accordance with law and good business practice.
- PeopleLine and our staff will ensure that they have obtained consent or that they have another legal basis which they can rely on (such consent or legal basis to be documented) before disclosing, transferring, displaying, submitting or seeking confidential or personal information.