

## **CIETT MEMBERS' COMMITMENT TOWARDS A WELL FUNCTIONING INTERNATIONAL LABOUR MARKET**

### **Introduction**

Services provided by private employment agencies represent a modern answer to reconcile the requirement of labour flexibility for user companies and the need of work security for employees.

Being aware of such a social responsibility, the private employment agency industry has adopted, for many years, national codes of conduct at country level.

Because of the growing importance of private employment agencies at the international level and the need for strengthening self-regulation principles to enhance the quality standards of the industry, Ciett has established a global Code of Conduct, which provides General Agreed Principles on private employment agency practices, shared by all its Members.

These common agreed principles are complemented by the Ciett Charter of private employment agencies, which describes the obligations of Ciett members regarding their corporate social responsibility.

### **I – Ciett Code of Conduct**

#### **Principle 1 – Respect for Ethical and Professional Conduct**

Members shall observe the highest principles of ethics, integrity, professional conduct and fair practice in dealing with temporary agency workers as well as other relevant stakeholders and shall conduct their business in a manner designed to enhance the operation, image and reputation of the industry.

#### **Principle 2 – Respect for Laws**

Members and their staff shall comply with all relevant legislation, statutory and non-statutory requirements and official guidance covering Private Employment Agencies.

#### **Principle 3 – Respect for Transparency of Terms of Engagement**

Members shall ensure that workers are given details of their working conditions, the nature of the work to be undertaken, rates of pay and pay arrangements and working hours.

#### **Principle 4 – Respect for free-of-charge provision of services to jobseekers**

Members shall not charge directly or indirectly, in whole or in part, any fees or costs to jobseekers and workers, for the services directly related to temporary assignment or permanent placement.

### **Principle 5 – Respect for Safety at Work**

1. Members shall act diligently in assessing risks in order to promote the safety at agency workers in their workplace.
2. Members shall inform agency workers whenever they have reason to believe that any particular assignment causes an occupational health or safety risk.

### **Principle 6 – Respect for Diversity**

Members shall establish working practices that safeguard against any unlawful or unethical discrimination.

### **Principle 7 – Respect for the Worker's Rights**

1. Equitable, objective and transparent principles for the calculation of agency workers' wages shall be promoted, considering national legislation and practices.
2. Members shall not in any way deny the right of freedom of association of their employees.
3. In accordance with national law and practice, private employment agencies shall not make workers available to a user company to replace workers of that company who are legally on strike.

### **Principle 8 – Respect for Confidentiality**

1. Members shall ensure confidentiality in all of their dealings.
2. Members and their staff shall ensure that permission has been given and documented before disclosing, displaying, submitting or seeking confidential or personal information.

### **Principle 9 – Respect for Professional Knowledge and Quality of Service**

1. Members shall work diligently to develop and maintain a satisfactory and up to date level of relevant professional knowledge.
2. Members shall ensure that their staffs are adequately trained and skilled to undertake their responsibilities and assure a high quality service.

### **Principle 10 – Respect for Fair Competition**

Members shall assure mutual relations based on fair competition.

## II - The Ciett Charter of Private Employment Agencies

Services provided by private employment agencies represent a statutory labour flexibility arrangement which provides workers an opportunity for employment security, enhanced occupational status and a stepping stone function while, at the same time, reconciling employees' aspirations and employers' needs for flexible workforce.

As socially responsible employers, the Ciett members fully agree to recognise through this Charter of private employment agencies that:

1. Employment through private agencies should respect the international and national principles of non-discrimination on all issues linked to working conditions.
2. Private employment agencies should not charge directly or indirectly any fees or costs to workers for job-finding services.
3. Private employment agencies should not make workers available to a user enterprise to replace workers of that enterprise who are on strike.
4. Private employment agency should facilitate access to training for the agency workers.
5. Social dialogue and collective labour bargaining should be seen as an appropriate mean to organise the private employment agency industry, when relevant and fitting.

At the same time, the positive contribution that private employment agencies makes to the worldwide employment and economic objectives should be fully recognised by national governments, international institutions and relevant stakeholders. Indeed, services provided by private employment agencies can be part of the solution to improve the efficiency of the labour markets by:

- Providing work to job-seekers.
- Acting as a stepping-stone to permanent employment.
- Enhancing job-opportunities and integration in the labour market, in particular for the most disadvantaged group of workers.
- Improving labour market's fluidity.
- Helping the creation of jobs that would not exist otherwise and therefore contributing to reduce unemployment.
- Cooperating with the Public Employment Services.
- Facilitating access to vocational training.

Additionally, any regulation on private employment agencies should enhance the fight against illegal practices and human trafficking.

Finally, as the International Confederation of Private Employment Agencies, Ciett fully endorses the ILO Convention 181 on Private Employment Agencies. Ciett supports its members in encouraging their respective countries to ratify this ILO instrument, in case they have not done so.

Adopted on November 27<sup>th</sup>, 2006