

<b>Company Name:</b>	Twenty-Four Seven Recruitment Services Ltd					
<b>Policy Name:</b>	Freedom of Association Policy					
<b>Review Date:</b>	V1					
	25/02/22					
<b>Reviewed and authorised by:</b>	Amanda Lillis - HR Director					

## Introduction

This Policy and Procedure sets out the Company's commitment to Agency Workers right to Freedom of Association and is fully supported by senior management.

## Scope

This policy and procedure applies to all jobseekers, staff/Agency Workers within the Company at all levels, or supplied to a Labour User, or supplied by a Recruitment Intermediary (or sub-agents) or sub-contracted Labour Provider.

## Responsibilities

Senior Management are responsible for:

- Assessing business practices to identify and remediate cases where jobseekers'/Staff/Agency Workers' right to freedom of association is restricted.
- Managing raised grievances, complaints, concerns, suggestions, or ideas related to freedom of association and escalating these where necessary to the HRD.
- In conjunction with the HR department, continuously improving the way we ensure that all jobseekers'/Staff/Agency workers' right to freedom of association is respected.
- In conjunction with the HR Department, conduct appropriate due diligence where recruitment intermediaries or subcontracted Labour Providers are used to ensure that jobseekers'/Agency Workers' right to freedom of association are respected by the relevant business.

Onsite Staff are responsible for working collaboratively with clients to ensure that jobseekers'/Agency Workers' right to freedom of association is respected by the client.

All staff/Agency Workers are responsible for upholding the commitment to ensure that Agency Workers' right to freedom of association is respected.

## Policy

The Company believes that all Staff/Agency Workers, regardless of rank or grade, have the right to form and join trade unions or independent worker representative committees of their choice and to bargain collectively. Where the right to freedom of association and collective bargaining are restricted under law, we encourage and support parallel means of independent and free association and bargaining.

The Company commits to comply the legal requirements and conform to other requirements to:

- Ensure that Staff/Agency Workers can join or form a trade union or independent worker representative committee of their choosing and without interference, where they follow relevant legal process.

- Ensure that worker representatives have access to the workplace (including our client's site if relevant) to carry out their representative duties, within working time and without loss of pay.
- Ensure that worker representatives are not interfered with or obstructed.
- Not replace client staff/Agency Workers taking part in official industrial action
- Protect jobseekers and Agency Workers from discrimination from any current or prior support or participation in worker representative activities.
- Not require Staff/Agency Workers to cross a picket line.
- Treat breaches of the policy as misconduct and deal with such cases according to the Company disciplinary procedure.
- Monitor, review and improve the policy and procedures regularly and whenever any issues related to its implementation are identified

### **Procedure**

All relevant staff shall be trained and/or have the knowledge and skills needed to carry out the 'Freedom of Association' procedure competently. Staff shall via training and/or advice from the Human Resources department:

- Understand the definition of freedom of association, trade unions and collective bargaining
- Understand the requirements set out in relevant policies and procedures, current and applicable national legislation, and guidance as well as relevant social compliance standards and client requirements.
- Understand the importance and benefits of protecting jobseekers'/workers' right to freedom of association.
- Spot practices which discriminate against or deter workers from joining or forming a trade union or independent worker representative committee or participating in legitimate representation activities.
- Spot practices which interfere with, obstruct, or prevent the activities of recognised trade unions or worker representative committees.

All potential issues must be reported to the Human Resources department to enable them to:

- Conduct an assessment of business practices to identify, assess and remediate practices where jobseekers'/workers' right to freedom of association is restricted.
- Investigate, and identify remedy for such cases in a timely, unbiased, and professional manner.
- Continuously improve the method of ensuring all jobseekers' and workers' right to freedom of association is protected.

### **Trade union/worker representatives**

Trade union/worker representatives are not mistreated because they are a worker representative, or for carrying out their legitimate representative duties, for example by:

- Making unfavourable decisions, or applying less favourable terms related to recruitment, promotion, placement, pay, terms and conditions or termination
- Dismissing, fining or otherwise punishing them.

A positive relationship is fostered with trade union or independent worker committees by:

- Informing jobseekers/workers about the applicable trade union/committee while on assignment and where they can learn more about it.
- Supporting our client to hold free, independent worker/trade union representative elections and, allowing workers to take part during working time and without loss of pay.
- Supporting worker/trade union representatives to organise and hold formalised and minuted trade union/committee meetings.
- Consulting with worker/trade union representatives about significant issues of mutual concern, such as; the Company's business economic situation where applicable, major changes to the workplace, such as large-scale redundancy, and decisions likely to lead to substantial changes in the organisation of work or contractual terms and condition
- Negotiating with worker/trade union representatives on matters of mutual concern (pay, contractual terms and conditions) and for trade unions, developing and/or updating collective bargaining agreements.
- Supporting worker/trade union representatives to investigate and remediate issues raised by workers, and action their suggestions and ideas.
- Supporting and providing worker/trade union representatives with training to develop the skills and understanding needed to fulfil their role successfully, including negotiation and consultation skills.

Worker representatives are permitted to access the workplace (including our client's site if relevant) to carry out their representative duties, within working time and without loss of pay. Worker representative duties may include:

- Taking part in worker/trade union representative elections, for example by canvassing for votes
- Talking with members to understand their grievances, complaints, concerns, suggestions, or ideas
- Consulting with members about relevant matters.
- Organising, preparing for, and attending trade union/committee meetings
- Representing members' views, negotiating with management representatives, and developing and/or updating collective bargaining agreement
- Working with management representatives to investigate and remediate workers' grievances, complaints, or concerns, and actioning their suggestions and ideas
- Accompanying members, when requested by them, at individual disciplinary or grievance meeting
- Providing members with legal and financial advice

- Attending relevant training to conduct their role effectively

### Strikes

Staff / Agency Workers are not supplied to cover roles of other workers taking legitimate industrial action (e.g., strike) either by supplying more workers than usual to a client, or employing additional workers directly.

If a client requests labour supply during legitimate industrial action, the request must be escalated to MD/Operations Director who will ensure that the client is not requesting more staff than is usual.

Any request which may limit Staff/Agency Workers' right to freedom of association is rejected. For example:

- By requesting more workers than usual are supplied to replace workers taking part in legitimate industrial action
- By requesting workers are not supplied, given fewer hours or less favourable terms and conditions because they support or participate in worker representative activities

Where recruitment intermediaries are used, due diligence is carried out to ensure that their practices do not limit Agency Workers' right to freedom of association, for example; by asking if they are members of a trade union or asking their views on trade union membership during the application process.

All arrangements and communications with Agency Worker representatives are documented and recorded including:

- Any collective bargaining agreements in place
- Minutes of worker representative meetings are taken

All jobseekers, Staff/Agency workers can use the Company grievance procedure and access remedy related to a breach of this policy or procedure.

### Failure To Comply

Breaches of the Policy will be managed via the Company disciplinary procedure.

### Monitor and Review

The HRD is responsible for the continuous improvement of the way freedom of association is supported, including:

- Regular auditing to check relevant staff are following the correct procedure
- Ensuring policies and training are relevant and up to date
- Recording the number and detail of grievances, complaints or concerns raised by Staff/Agency Workers, jobseekers related to freedom of association and if/how they have been remediated
- Recording any suggestions or ideas raised and whether they have been actioned
- Ensuring the most up to date legal and other requirements have been identified
- Policy and procedure reflect practice
- Investigate any issues to find the root cause to identify whether they are isolated cases, or reflect a need for improvement

- Review any suggestions or ideas raised by Staff/Agency Workers and jobseekers to consider whether they can be incorporated into practice and that Policy and procedure reflect practice