



resource solutions

## **JUICE RESOURCE SOLUTIONS CODE OF PROFESSIONAL PRACTICE**

Juice Resource Solutions will observe the highest principles of ethics, integrity, professional conduct and fair practice in dealing with others and will conduct our business in a manner designed to enhance the operation, image and reputation of the recruitment industry and REC members.

Juice Resource Solutions will offer guidance, legal advice and training to staff to help achieve these standards. Ethical conduct is not simply compliance with legal requirements but extends to honesty for and equitable treatment of others, integrity and social responsibility. It is conduct that holds up to disclosure and to public scrutiny. Juice Resource Solutions and their staff will act towards other members and non-members, candidates, clients and others at all times in good faith. Juice Resource Solutions will actively seek to support and uphold the mission and values of the REC.

### **Principle 1 – Respect for Laws**

- a) Juice Resource Solutions and their staff will 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 their services to others.

### **Principle 2 – Respect for Honesty and Transparency**

- a) Juice Resource Solutions will act honestly in all dealing with work seekers, clients, members, non-members and others
- b) In the course of representing a work seeker or client, Juice Resource Solutions 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
- c) Juice Resource Solutions will adhere to principles of truth in advertising and will only advertise positions, through any medium, for which they have documented permission to recruit
- d) 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
- e) Juice Resource Solutions will document all key stages of the recruitment process in line with relevant legislation and good practice guidelines

### **Principle 3 – Respect for Work Relationships**

- a) Juice Resource Solutions will not undertake actions that may unfairly or unlawfully jeopardise a work seekers employment
- b) Juice Resource Solutions will not undertake actions that may unfairly or unlawfully interfere in work relationships established by others
- c) Juice Resource Solutions will not attempt unfairly or unlawfully to prevent a work seeker from seeking work from other sources
- d) Juice Resource Solutions will in their 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**

- a) Juice Resource Solutions 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. Members should not act on an instruction from a client that is discriminatory and should, wherever possible, provide guidance to clients in respect of good diversity practice
- b) Juice Resource Solutions and their 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 Juice Resource Solutions will establish working practices that safeguard against unlawful or unethical discrimination in the operation of our business

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

- a) Juice Resource Solutions will act diligently in assessing risks to work seekers and clients and will not knowingly put at risk candidates, clients or others
- b) Juice Resource Solutions 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**

- a) Juice Resource Solutions will work diligently to develop and maintain a satisfactory level of relevant and current professional knowledge
- b) Juice Resource Solutions will ensure that their staff are adequately trained and skilled to undertake their responsibilities in recruitment practice

### **Principle 7 – Respect for Certainty of Engagement**

- a) Juice Resource Solutions will supply work seekers with full details of the work, conditions of employment, 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
- b) Juice Resource Solutions will ensure that any variation to the engagement can only occur with prior notification and agreement of the worker

### **Principle 8 – Respect for Prompt and Accurate Payment**

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

### **Principle 9 – Respect for Ethical International Recruitment**

- a) Juice Resource Solutions will supply all overseas work seekers with the same level of information as set out and implied in Principle 7. In addition, information provided should 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 they are being recruited into. All information will be provided at no cost to the work seeker
- b) Juice Resource Solutions will ensure that in relation to overseas recruitment they abide by all relevant legislation and Home Office guidelines and provide all relevant and applicable information to work seekers, clients and others
- c) If Juice Resource Solutions is recruiting from outside the UK, we will not use overseas agents who charge for their services, unless that is the legal and normal custom and practice by the government of the country of origin. In addition, Juice Resource Solutions will make all reasonable efforts to ascertain such information about any agents used and will be able to demonstrate that we have done so
- d) Juice Resource Solutions will 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 and Privacy**

- a) Juice Resource Solutions 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 the law and good business practice
- b) Members of Juice Resource Solutions staff will ensure that permission has been obtained and documented before disclosing, displaying, submitting or seeking confidential or personal information