

Code of Practice For Endorse Subscribers



Introduction

‘Subscribers must observe the highest principles of ethics, equity, integrity and fair practice.’

The Endorse Code of Practice (the Code) applies to all Endorse recruitment agencies and is binding on all corporate members, employees and their associate companies (subscribers). Adherence to the Code actively demonstrates each subscriber's commitment to professional and ethical recruitment. The Code focuses on outcomes and the impact of subscribers' conduct on others whilst conducting their day-to-day activities.

Subscribers must observe the highest principles of ethics, equity, integrity, professional conduct and fair practice in dealing with others and must conduct their business in a manner designed to enhance the operation, image and reputation of the recruitment industry and other Endorse subscribers. Ethical conduct is not simply compliance with legal requirements but extends to honesty, respect, transparency for and equitable treatment of others, integrity and social responsibility; in short, it is conduct that will stand up to disclosure and that will bear public scrutiny. Subscribers must act towards other subscribers and employers and job seekers and others at all times in good faith.

Subscribers must actively seek to support and uphold the mission and values of Endorse. Endorse has an important role to play in continuously influencing and setting standards within the healthcare recruitment industry. Complaints against subscribers from job seekers, employers or others will be investigated under the Endorse Complaints & Disciplinary Procedure and may result in suspension or termination of a subscriber's subscription without notice.

Our Values



The Principles of the Code reflect the values held by Endorse and are stated below, as follows:

- Recognise that everyone is unique and must be treated with compassion
- Act with loyalty and fairness in order to cultivate success
- Treat everybody with respect, honesty and transparency
- Practice ethically and with integrity, so that competent talent delivers compassionate care





Principle 1- Recognise that everyone is unique and must be treated with compassion

Subscribers must not act on an instruction from an employer that is discriminatory and should, wherever possible, provide guidance to employers in respect of good diversity practice.

Subscribers must treat all job seekers and employers with dignity, respect and compassion and aim to provide equity of employment opportunities based on objective business-related criteria.

Subscribers should not penalise job seekers, (for example, a job seeker withdrawing or delaying their deployment), by charging fees.

Principle 2- Act with loyalty and fairness to cultivate success

Subscribers must not undertake actions that may unfairly or unlawfully jeopardise a job seeker's employment.

Subscribers must not undertake actions that may unfairly or unlawfully interfere in work relationships established by Endorse or others.

Subscribers must not attempt unfairly or unlawfully to prevent a job seeker from seeking work from other sources.

Subscribers must in their dealings with all other subscribers and nonsubscribers treat them with respect and aim to work in a fair and open competitive environment.



Principle 3- Treat everybody with respect, honesty and transparency

Subscribers must act honestly in all dealings with job seekers, employers and other subscribers, non-subscribers and others.

In the course of representing a job seeker or an employer, a subscriber 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 doing so.

Subscribers must adhere to principles of truth in advertising and will only advertise positions, through any medium, for which they have documented permission to recruit.

All fees, charges and services provided must be explicitly and fully disclosed to employers prior to the acceptance of an assignment or prior to any work being undertaken for an employer.

Subscribers must supply job 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 the requirements of current legislation. Information provided should include details of the likely cost of living in the area in which 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 must be provided at no cost to the job seeker.

Subscribers must not take on assignments that could result in their inability to fill the job order or which may jeopardise their ability to commit to the costs of facilitating the contract.

Subscribers must not charge job seekers for their services, unless that is the legal and normal custom and practice sanctioned by the government of the country of origin. In addition, subscribers must be transparent about all fees for services (including training) to Endorse, the employer prior to contract agreement and to job seekers, including within the subscribers' marketing material.

Subscribers must ensure that permission has been obtained and documented before disclosing, displaying, submitting or seeking confidential or personal information.





Principle 4- Practice ethically and with integrity, so that competent talent delivers compassionate care

Subscribers must adhere to the spirit of all applicable human rights, employment laws and regulations and must treat job seekers, employers and others without prejudice or unjustified discrimination.

Subscribers must establish working practices that safeguard against unlawful or unethical discrimination in the operation of their business.

Subscribers must ensure job seekers are matched against jobs and employers that reflect their knowledge and competences.

Subscribers must act diligently in assessing risks to job seekers and employers and will not knowingly put at risk job seekers, employers or others.

Subscribers must inform job seekers whenever they have reason to believe that an engagement may cause a risk to health and safety.

Subscribers must work diligently to develop and maintain a satisfactory level of relevant and current professional knowledge.

Subscribers must ensure that their staff are adequately trained and skilled to undertake their responsibilities in recruitment practice.

Subscribers must document all key stages of the recruitment process in line with relevant legislation and good practice guidance according to the employer's standards.

Subscribers must ensure that any variation to the engagement can only occur with prior notification and agreement of the worker.

Subscribers must pay promptly and accurately any wages and benefits due in accordance with any agreed terms and legal requirements.



In providing their services, subscribers must comply with all relevant legislation both in their country of origin or residence and in any country in which their services are provided, including compliance with any statutory and non-statutory requirements and official guidance and any future amendments thereto.

Subscribers must abide by all relevant legislation, guidelines, government to government agreements (if applicable) and provide all relevant information to job seekers, employers and others.

Subscribers must observe the highest principles of social responsibility, integrity, professionalism, equity and fair practice in their dealings with all job seekers and the communities they impact.

Subscribers should develop a community action plan, identifying any adverse impacts to local communities as a result of their activity and develop remedies to counteract any impact.

Subscribers must observe the highest principles of integrity, professionalism, equity and fair practice to maintain the confidentiality and privacy of job seekers and employer information and must respect the confidentiality of records in accordance with the law and good business practice.

Please note that all subscribers are required to revisit the Code every time they renew their subscription i.e. monthly or annually, to demonstrate to employers and job seekers that they continue to conform to the highest standards.

Making a complaint

Full details on how to make a complaint about a subscriber can be found at <https://www.endorsejobs.com/terms-conditions/>. Employers, job seekers and others can also rate a subscriber's performance by submitting a review via the agent's listing.

For further information on the Code please contact Endorse by emailing review@endorsejobs.com.

www.endorsejobs.com

Tele: (+44) 020 3662 9305

Email: contact@endorsejobs.com