

### **Concordia recruitment policy for placements in UK horticulture**

In the interests of Concordia applicants the policy below is designed to clarify our recruitment processes and ensure strict adherence to all GLA standards.

- Concordia has a GLA licence and only uses partner agencies who also hold a GLA licence.
- Concordia never charges fees to applicants for work finding services, nor requires applicants to post a bond.
- Concordia's membership scheme incorporating travel insurance for participants is optional. This is made clear to the applicant before a job offer is made. Alternatives are explained and there is a signed agreement between Concordia and applicants explaining this.
- Providing work-finding services is not conditional on the applicant taking out membership.
- Concordia requires its partner agents to have a public policy against charging fees for work finding services and to inform workers about this policy at the point of recruitment.
- Concordia requires its partner agents to have a signed agreement with applicants detailing the optional services available and chosen, and the fees paid.
- Concordia surveys its participants to monitor quality and standards in its recruitment process and to ensure that all standards set by the GLA are adhered to.
- Concordia has an alternative process for applicants who do not choose the services of a partner to be placed in work.
- Concordia conducts due diligence monitoring its partner agents to ensure compliance with legislation and guidelines on an ongoing basis. Concordia audits its agents to check that:
  - Services are optional and supplementary to work-finding services
  - Details and charges for services are clearly explained so an informed choice is possible.
  - Fees or charges are fair and offer value for money.
  - Workers received the services agreed
  - Jobseekers who did not use services had an opportunity to work through Concordia.
  - Workers who did use these services were not favoured over jobseekers who did not
- Should an applicant or worker consider that there has been any violation of this policy by Concordia this can be raised through Concordia's grievance procedure. If still unsatisfied with the outcome, then s/he should contact the Gangmasters' Licensing Authority [enquiries@gla.gsi.gov.uk](mailto:enquiries@gla.gsi.gov.uk) . All such contact will be in complete confidence.