

**TIGON RECRUITMENT**  
**BRINDLEY CLOSE, NETWORK 65 BUSINESS PARK,**  
**BURNLEY**  
**BB11 5TD**  
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**SUPPLYING TEMPORARY STAFF SERVICES**  
**CLIENT TERMS OF BUSINESS**

**1 DEFINITIONS**

1.1 In these Terms of Business the following definitions apply:

“Assignment”	means the period during which the Temporary Worker is supplied to render services to the Client.
“Client”	means the person, firm or corporate body together with any subsidiary or associated company as defined by the Companies Act 1985 to whom the Temporary Worker is supplied or introduced
“The Employment Business”	means Tigon Recruitment a member of Tigon Management Services Limited, Brindley Close, Network 65 Business Park, Burnley, BB11 5TD
“Engages/Engaged/Engagement”	means the engagement, employment or use of the Temporary Worker directly by the Client or any third party or through any other employment business on a permanent or temporary basis, whether under a contract of service or for services; an agency, license, franchise or partnership arrangement; or any other engagement; directly or through a limited company of which the Temporary Worker is an officer or employee.
“Temporary Worker”	means the individual who is introduced by Tigon Recruitment to render services to the Client.
“Transfer Fee”	means the fee payable in accordance with clause 7.1(b) below and Regulation 10 of the Code of Conduct of Employment Agencies and Employment Businesses Regulations 2003.
“Introduction Fee”	means the fee payable in accordance with clause 7.2(b) below and Regulation 10 of the Code of Conduct of Employment Agencies and Employment Businesses Regulations 2003.
“Introduction”	means (i) the Client’s interview of a Temporary Worker in person or by telephone, following the Client’s instruction to Tigon Recruitment to supply a Temporary Worker; or (ii) the passing to the Client of a curriculum vitae or information which identifies the Temporary Worker; and which leads to an Engagement of that Temporary Worker.
“Remuneration”	includes base salary or fees, guaranteed and/or bonus and commission earnings, allowances, inducement payments and taxable (and, where applicable, non-taxable) emoluments payable to or receivable by the Temporary Worker for services rendered to or on behalf of the Client or any third party.

1.2 Unless the context otherwise requires, references to the singular include the plural

1.3 The headings contained in these Terms are for convenience only and do not affect their interpretation

**2 THE CONTRACT**

**2.1** These Terms constitute the contract between Tigon Recruitment and the Client for the supply of the Temporary Worker’s services by Tigon Recruitment to the Client and are deemed to be accepted by the Client by virtue of its request for, interview with or Engagement of the Temporary Worker or the passing of any information about the Temporary Worker to any third party following an Introduction.

2.2 These Terms contain the entire agreement between the parties and unless otherwise agreed in writing by a Director of Tigon Recruitment, these Terms will prevail over any terms of business or purchase conditions put forward by the Client.

2.3 No variation or alteration to these Terms shall be valid unless the details of such variation are agreed between Tigon Recruitment and the Client and are set out in writing and a copy of the varied Terms is given to the Client stating the date on or after which such varied Terms shall apply.

**3 CHARGES**

- 3.1 The Client agrees to pay the hourly charges of Tigon Recruitment. The charges are calculated according to the number of hours worked by the Temporary Worker (to the nearest quarter hour). The charges comprise mainly the Temporary Workers pay but also include Tigon Recruitment's commission calculated as a percentage of the Temporary Workers pay, National Insurance contributions and any statutory payments in force at the time. Also, any hotel or other expenses as may have been agreed with the Client or, if there is no such agreement, such expenses as are reasonable. VAT, if applicable, is payable on the entirety of these charges.
- 3.2 The charges are invoiced to the Client on a weekly basis and are payable within 7 days. Tigon Recruitment reserves the right to charge interest on any overdue amounts at the rate of 2% per annum above the base rate of the Bank of England from the due date until the date of payment.
- 3.3 There are no rebates payable in respect of the charges of Tigon Recruitment.

#### **4 INFORMATION TO BE PROVIDED**

- 4.1 When making an Introduction of a Temporary Worker Tigon Recruitment will inform the Client of the identity of the Temporary Worker; that the Temporary Worker has the necessary or required experience, training, qualifications and any other authorisation required by law or a professional body to work in the Assignment. The Temporary Worker will be employed by Tigon Recruitment under a contract for services; and that the Temporary Worker is willing to work in the Assignment.
- 4.2 When such information is not given in paper form or by electronic means it shall be confirmed by such means by the end of the third business day (excluding Saturday, Sunday and any public Bank Holiday) following, save where the Temporary Worker is being Introduced for an Assignment in the same position as one in which the Temporary Worker had previously been supplied within the five previous business days and such information has already been given to the Client

#### **5. TIMESHEETS**

- 5.1 At the end of the each week of an Assignment or at the end of the Assignment where it is for a period of one week or less) the Client shall sign Tigon Recruitment's timesheet verifying the number of hours worked by the Temporary Worker during that week
- 5.2 Signature of the time sheet by the Client is confirmation of the number of hours worked. If the Client is unable to sign a time sheet produced for authentication by the Temporary Worker because the Client disputes the hours claimed, the Client shall inform Tigon Recruitment as soon as is reasonably practicable and shall co-operate fully and in a timely fashion with Tigon Recruitment to establish what hours, if any, were worked by the Temporary Worker. Failure to sign the time sheet does not absolve the Client's obligation to pay the charges in respect of the hours worked.
- 5.3 The Client shall not be entitled to decline to sign a timesheet on the basis that he is dissatisfied with the work performed by the Temporary Worker. In cases of unsuitable work the Client should apply the provisions of clause 10.1 below.

#### **6 PAYMENT OF THE TEMPORARY WORKER**

- 6.1 The Employment Business assumes responsibility for paying the Temporary Worker and where appropriate, for the deduction and payment of National Insurance Contributions and PAYE Income Tax applicable to the Temporary Worker pursuant to sections 44-47 of the Income Tax (Earnings and Pensions) Act 2003.

#### **7 TRANSFER AND INTRODUCTION FEES**

- 7.1 In the event of the Engagement by the Client of a Temporary Worker supplied by Tigon Recruitment either (1) directly or (2) pursuant to being supplied by another employment business, within either
  - The duration of the Assignment; or
  - 14 weeks from the start of the first Assignment (the first Assignment being each new assignment where there has been a break of more than 42 days (6 weeks) since the end of the previous assignment); or
  - 8 weeks from the day after the last day the Temporary Worker worked on the Assignment

The Client shall be liable, subject to electing upon giving 7 days notice to either:

- a) An extended period of hire calculated in proportion to the number of weeks the Temporary Worker has been supplied to the Client prior to the notice date in accordance with the accompanying schedule of extended hire periods set out below, during

- which the Client shall pay the charges agreed pursuant to clause 3.1 above for each hour the Temporary Worker is so employed or supplied; or
- b) A Transfer Fee calculated in accordance with clause 3.4 of the Permanent Terms of Business.

Where the actual amount of the Remuneration is not known, the hourly charges agreed pursuant to clause 3.1 multiplied by 300 times the hourly charge less any discount applicable calculated in accordance with the accompanying schedule of Transfer Fee will be paid in the event that the Engagement subsequently terminates. VAT is payable in addition to any fee due.

## Schedules

SCHEDULE OF EXTENDED HIRE PERIODS					
Number of weeks the temporary worker has been supplied to the Client in the week prior to the notice period	0-6 weeks	7-12 weeks	12-18 weeks	19-26 weeks	27 plus weeks
Extended hire period (in weeks)	26 weeks	20 weeks	14 weeks	8 weeks	4 weeks
DISCOUNTED TRANSFER FEE					
Number of weeks the Temporary Worker has been supplied to the Client in the week prior to the notice	0-6 weeks	7-12 weeks	13-18 weeks	19-26 weeks	27 plus weeks
Discount applicable to the Transfer Fee (as set out in clause 7.1(b))	0%	10%	15%	20%	25%

- 7.2 In the event that there is an Introduction of a Temporary Worker to the Client which does not result in the supply of that Temporary Worker by Tigon Recruitment to the Client, but which leads to an Engagement by the Client of the Temporary Worker either directly or pursuant to being supplied by another employment Business within 6 months the Client shall be liable, subject to electing upon giving 7 days notice, to either:
- A period of hire of the Temporary Worker being 26 weeks during which the Employment Business shall be entitled to the charges agreed pursuant to clause 3.1 above for each hour the Temporary Worker is so employed or supplied; or
  - A Transfer Fee calculated in accordance with clause 3.4 of the Permanent Terms of Business
  - If the actual amount of the Remuneration is not known, the hourly charges referred to in clause 3.1 multiplied by 300 times the hourly charge. No refund of the Introduction Fee will be paid in the event that Engagement subsequently terminates.
- 7.3 In the event that the Temporary Worker is introduced by the Client to a third party which results in the Engagement of the Temporary Worker by the third party within the Relevant Period the Client shall be liable to pay a Transfer Fee as shown in 7.2(b). Where the Remuneration is not known, the hourly charges referred to in clause 3.1 multiplied by 300 times the hourly charge shall apply. No refund of the Transfer Fee will be paid in the event that Engagement subsequently terminates. VAT is payable in addition to any fee due

## 8 LIABILITY

- 8.1 Whilst every effort is made by Tigon Recruitment to give satisfaction to the Client by ensuring reasonable standards of skills, integrity and reliability from Temporary Workers and further to provide them in accordance with the Client's booking details, Tigon Recruitment is not liable for any loss, expense, damage, or delay arising from any failure to provide any Temporary Worker for all or part of the period of booking or from the negligence, dishonesty, misconduct or lack of skill of the Temporary Worker. For the avoidance of doubt, Tigon Recruitment does not exclude liability for death or personal injury arising from its own negligence.
- 8.2 Temporary Workers supplied by Tigon Recruitment are engaged under contracts for services. They are not the employees of Tigon Recruitment but are deemed to be under the supervision, direction and control of the Client from the time they report to take up duties and for the duration of the Assignment. The Client agrees to be responsible for all acts, errors or omissions of the Temporary Worker, whether wilful, negligent or otherwise as though Temporary Worker was on the payroll of the Client. The Client will also comply in all respects with statutes including for the avoidance of doubt, the Working Time Regulations, Health and Safety At Work Act etc, by-laws, codes of practice and legal requirements to which the Client is ordinarily subject in respect of the Client's own staff (excluding the matters specifically mentioned in clause 6 above), including in particular the provision of adequate Employer's and Public Liability Insurance cover for Temporary Worker during all Assignments.
- 8.3 The Client shall advise Tigon Recruitment of any special health and safety matters which they need to inform the Temporary Worker about and also of any requirements imposed by law or by any professional body, which must be satisfied if the Temporary Worker is to fill the Assignment. The Client will assist Tigon Recruitment in complying with the Employment

Business' duties under the Working Time Regulations by supplying any relevant information about the Assignment requested by Tigon Recruitment and the Client will not do anything to cause Tigon Recruitment to be in breach of its obligations under these Regulations. Where the Client requires or may require the services of a Temporary Worker for more than 48 hours in any week, the Client must notify Tigon Recruitment of this requirement before the commencement of that week.

- 8.4 The client undertakes that it knows of no reason why it would be detrimental to the interests of the Temporary Worker for the Temporary Worker to fill the Assignment.
- 8.5 The Client shall indemnify and keep indemnified Tigon Recruitment against any costs, claims or liabilities incurred by the Employment Business arising out of any Assignment or arising out of any non-compliance with clauses 8.2 and 8.3 and/or a result of any breach of these Terms by the Client.

## 9 **SPECIAL SITUATIONS**

- 9.1 Where the Temporary Worker is required by law, or any professional body to have any qualifications or authorisations to work on the Assignment or the Assignment involves caring for or attending one or more persons under the age of eighteen or any person who by reason of age, infirmity or who is otherwise in need of care or attention, Tigon Recruitment will take all reasonable practicable steps to obtain and offer to provide copies of any relevant qualifications or authorisations of the Temporary Worker, two references from persons not related to the Temporary Worker who have agreed that the references they provide may be disclosed to the Client and has taken all reasonable practicable steps to confirm that the Temporary Worker is suitable for the Assignment. If Tigon Recruitment is unable to do any of the above it shall inform the Client of the steps it has taken to obtain this information in any event.

## 10 **TERMINATION**

- 10.1 The Client undertakes to supervise the Temporary Worker sufficiently to ensure the Client's satisfaction with the Temporary Workers standards of workmanship. If the Client reasonably considers that the services of the Temporary Worker are unsatisfactory, the Client may terminate the Assignment either by instructing the Temporary Worker to leave the Assignment immediately, or by directing Tigon Recruitment to remove the Temporary Worker. Tigon Recruitment may, in such circumstances, reduce or cancel the charges for the time worked by that Temporary Worker, provided that the Assignment terminates: -
- a) Within four hours of the Temporary Worker commencing the Assignment where the booking is for more than seven hours; or
  - b) Within two hours for bookings of seven hours or less;

And also provided that the notification of the unsuitability of the Temporary Worker is confirmed in writing to Tigon Recruitment within 48 hours of the termination of the Assignment.

- 10.2 Either the Client, Tigon Recruitment or the Temporary Worker may terminate an Assignment at any time without prior notice and without liability
- 10.3 The Client shall notify Tigon Recruitment immediately and without delay and in any event within 24 hours if the Temporary Worker fails to attend work or notifies the Client that the Temporary Worker is unable to attend work for any reason
- 10.4 Tigon Recruitment shall notify the Client immediately if it receives or otherwise obtains information which gives it reasonable grounds to believe that a Temporary Worker supplied to the Client is unsuitable for the Assignment and shall terminate the Assignment under the provisions of clause 10.2

## 11 **LAW**

- 11.1 These Terms are governed by the law of England & Wales and are subject to the exclusive jurisdiction of the Courts of England & Wales

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Signed for and on behalf of the Client

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Name of Signatory

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Company

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Date

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Signed for and on behalf of Tigon Recruitment

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Name of Signatory

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Date