



## TLS Ltd Terms and Conditions

### 1. DEFINITIONS

1.1 In these Terms and Conditions the following definitions apply:-

**“Assignment”** means the period during which the Temporary Worker is supplied by the Employment Business to render services to the Client as set out in the [INSERT DOCUMENT DETAILS] (as varied from time to time);

**“AWR”** means the Agency Workers Regulations 2010 (as amended from time to time);

**“Client”** means the person, firm or corporate body together with any subsidiary or holding company as defined by the Companies Act 2006 to whom the Temporary Worker is introduced and/or supplied;

**“Engages/Engaged/Engagement”** means the engagement, employment or use of the Temporary Worker (excluding an Assignment) directly by the Client or any third party to whom the Client introduces him or through any other employment business on a permanent or temporary basis, whether under a contract of service or for services; an agency, licence, franchise or partnership arrangement; or any other engagement; directly or through a limited company of which the Temporary Worker is an officer, worker or employee;

**“Insolvency Event”** means each and any of the following in relation to a party:

(a) any action (corporate or otherwise), legal proceedings or other procedure or step is taken by any person in any jurisdiction in relation to or with a view to: (i) the winding up, dissolution, administration or re-organisation (by way of voluntary arrangement, scheme of arrangement or otherwise) of a party; (ii) the appointment of a liquidator, trustee in bankruptcy, receiver, administrative receiver, administrator, nominee, supervisor or similar officer in respect of a party or any of its assets; (iii) the enforcement of any security over any assets of a party; or (iv) the attachment, sequestration, dis-training upon or execution over or affecting any material asset of a party, and in any case which is not withdrawn or dismissed as soon as reasonably practicable;

(b) the party is unable to pay its debts as they fall due or is insolvent; or

(c) the party enters into a composition or arrangement with its creditors or any class of them;

**“Introduction/Introduced”** means the Client’s interview of a Temporary Worker whether in person, by telephone or otherwise, following the Client’s instruction to the Employment Business to search for a Temporary Worker; or the passing to the Client of a curriculum vitae or other information which identifies the Temporary Worker and, in each case, which leads to an Engagement of that Temporary Worker;

**“Introduction Fee”** means the fee payable in accordance with clause 7.2 below and Regulation 10 of the Conduct of Employment Agencies and Employment Businesses Regulations 2003;

**“Losses”** means any liabilities, losses, actions, proceedings, damages, costs, expenses (including legal expenses and professional fees and disbursements), claims and demands;

**“Qualifying Period”** means 12 continuous calendar weeks during which, in each such week, the Temporary Worker is supplied by one or more temporary work agencies to the relevant Client to work temporarily for, and under the supervision of, the relevant Client, and in the same role within the meaning of Regulations 7 and 8 of the AWR. For the purpose of this definition, a calendar week will commence on the same day as the relevant Assignment unless, prior to such relevant Assignment, the Temporary Worker has worked in any assignment in the same role as the relevant Assignment with the Client via one or more temporary work agencies and the relevant Qualifying Period commenced in such assignment, in which case it will commence on the same day as the first such assignment commenced. For the purpose of this definition, when calculating whether any weeks count as continuous calendar weeks, Regulations 7 and 8 of the AWR shall apply and no account shall be taken of any period before 1 October 2011;

**“Remuneration”** includes gross base salary or fees, guaranteed and/or anticipated bonus and commission earnings, allowances, inducement payments, the benefit of a company car and all other 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 as may be varied from time to time pursuant to these Terms. Where a company car is provided, a notional amount of £3000 will be added to the salary in order to calculate the Employment Business’ fee;

**“Temporary Worker”** means the individual whose services are supplied by the Employment Business to the Client. For the avoidance of doubt it shall include any individual who is engaged by the Employment Business via a limited company to provide such services;

**“Terms”** means these terms of business together with any Assignment Details Form(s) (as varied from time to time);

**“the Employment Business”** means Traffic Labour Supplies Limited (Company Number 07414704) whose registry office is at 19 Churchgate, Retford, Nottinghamshire, DN22 6PA;

**“Transfer Fee”** means the fee payable in accordance with clause 7.1 below and Regulation 10 of the Conduct of Employment Agencies and Employment Businesses Regulations 2003.

### 2. THE CONTRACT

2.1 These Terms constitute the contract between the Employment Business and the Client for the supply of the Temporary



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Worker's services by the Employment Business to the Client and are deemed to be accepted by the Client by virtue of signature of these Terms by or on behalf of the Client or the Client's 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 the Employment Business, these Terms 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 the Employment Business 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.
- 2.4 The Client shall ensure that the Temporary Worker is allowed to access the collective facilities and amenities provided by the Client on an equal footing with its comparable employees or workers and shall not treat the Temporary Worker less favourably in relation to such access unless this can be justified on objective grounds.
- 2.5 Where more than one client has entered into these Terms, the Client's shall be jointly and severally liable for all payments and liabilities hereunder.

### 3. CHARGES

- 3.1 The Client and the Employment Business agree that the AWR will apply to Temporary Workers carrying out Assignments and that after the Temporary Worker has completed the Qualifying Period, the Temporary Worker will be entitled to receive the same basic working and employment conditions as a comparable employee or worker in accordance with regulation 5 of the AWR.
- 3.2 The Client shall pay to the Employment Business the hourly charges at the rate notified to the Client as varied from time to time in accordance with these Terms. The minimum booking for Temporary Workers is ten hours. The rate shall comply with Regulation 5 of the AWR and as such will include the cost of providing all basic working and employment conditions after the relevant Temporary Worker has completed the Qualifying Period. The Employment Business shall make the final decision as to the relevant terms to be applied to each Temporary Worker in order to comply with the AWR. The rate also represents the number of hours worked by the Temporary Worker (to the nearest quarter hour) and comprises mainly the Temporary Worker's pay (including the hourly rate of pay, holiday pay and, if applicable, any other amounts to which the Temporary Worker is entitled pursuant to the AWR) but also include the Employment Business' commission calculated as a percentage of the Temporary Worker's pay, National Insurance contributions paid on the Client's behalf and any travel, 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. The Client acknowledges that the Employment Business retains the right to review and vary the rate at any time by giving written notice to the Client.
- 3.3 If the Temporary Worker is awarded any bonus pursuant to clause 6.2, the client shall (in addition to the charges specified at clauses 3.1 and 3.2 above pay the amount of such bonus (including employers National Insurance Contributions and the Employment Business' commission on the bonus) pay such sum to the Employment Business immediately.
- 3.4 Time for payment is of the essence and will be stated on the letter confirming the terms of our services. The charges are invoiced to the Client on a weekly basis and unless stated otherwise) are payable within 30 days. The Employment Business reserves the right to charge interest on any overdue amounts at the monthly rate of 2.5% above the base rate from time to time of the Bank of England from the due date until the date of payment and/or withdraw the services of the Temporary Worker where invoices are not paid when due.
- 3.5 There are no refunds or rebates payable in respect of the charges of the Employment Business.
- 3.6 At the Employment Business' sole discretion;
  - (a) payment shall be due on delivery of the Services, or
  - (b) payment shall be due before delivery of the Services, or
  - (c) payment for approved Clients shall be made by instalments in accordance with the Employment Business' payment schedule, or
  - (d) payment for approved Client's shall be due thirty (30) days following the end of the month in which a statement is posted to the Client's address or address for notices.
- 3.7 Payment will be made by cash, or by cheque, or by bank cheque, or by direct credit, or by any other method as agreed to between the Client and the Consultant.
- 3.8 The Client hereby agrees to being credit scored by the Employment Business and will be allocated a credit limit. Should this credit limit be exceeded for any reason, the Consultant reserves the right to immediately withdraw all Candidates and Services without providing notice to the Client. Such Candidates and Services will not be returned to the Client until the amount outstanding has been reduced to within the credit limit. The Consultant reserves the right to charge interest as outlined in clause 3.4 on all amounts at any time exceeding the credit limit.
- 3.9 If the Client defaults in payment of any invoice when due, the Client shall indemnify the Employment Business from and against

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all costs and disbursements incurred by the Employment Business in pursuing the debt including legal costs on a solicitor and own client basis and the Employment Business' collection agency costs.

- 3.10 Without prejudice to any other remedies the Consultant may have, if at any time the Client is in breach of any obligation (including those relating to payment), the Consultant may suspend or terminate the supply of Services to the Client and any of its other obligations under the terms and conditions. The Consultant will not be liable to the Client for any loss or damage the Client suffers because the Consultant exercised its rights under this clause.
- 3.11 If any account remains overdue after thirty (30) days then an amount of £20.00 shall be levied as an administration fee and shall be levied for each month that the account remains overdue, which sums shall become immediately due and payable.
- 3.12 Without prejudice to the Employment Business' other remedies at law the Employment Business shall be entitled to cancel all or any part of any order of the Client which remains unperformed and all amounts owing to the Employment Business shall, whether or not due for payment, become immediately payable in the event that:
- (a) any money payable to the Employment Business becomes overdue, or in the Employment Business opinion the Client will be unable to meet its payments as they fall due; or
  - (b) the Client becomes insolvent, convenes a meeting with its creditors or proposes or enters into an arrangement with creditors, or makes an assignment for the benefit of its creditors; or
  - (c) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Client or any asset of the Client.

## 4. INFORMATION TO BE PROVIDED

- 4.1 When making an Introduction of a Temporary Worker to the Client the Employment Business shall inform the Client of the identity of the Temporary Worker; that the Temporary Worker has the necessary or required experience, training, qualifications and any authorisation required by law or a professional body to work in the Assignment; that the Temporary Worker is willing to work in the Assignment and whether the Temporary Worker will be employed by the Employment Business or engaged by the Employment Business under a contract for services.
- 4.2 Where 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 or bank holiday) following the Introduction, 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 previous five business days and such information has already been given to the Client, unless the Client requests that the information be resubmitted.
- 4.3 To enable the Employment Business to select a suitable Temporary Worker and comply with the obligations under these Terms, the Client shall provide the following information to the Employment Business prior to any Introduction:-
- 4.3.1 the identity and nature of the Client's business;
  - 4.3.2 the proposed commencement date of the Assignment;
  - 4.3.3 the duration, or likely duration, of the Assignment;
  - 4.3.4 details of the position, including the type of work, location and the normal working hours;
  - 4.3.5 any risks to health or safety and the steps the Client has taken to prevent or control such risks;
  - 4.3.6 the experience, training, qualification or authorisation which the Client considers necessary, or which are required by law, or by any professional body for the Temporary Worker to work in the position; and
  - 4.3.7 details of any expenses payable to the Temporary Worker.
- 4.4 If after 1 October 2011 the Temporary Worker has before the relevant Assignment starts and/or during the relevant Assignment:-
- 4.4.1 worked in the same or a similar role (as the Assignment) with the Client via any third party (whether another employment business or otherwise); and/or
  - 4.4.2 either
    - (a) completed two or more assignments with the Client and/or
    - (b) worked in more than two roles during an assignment with the Client and on two or more occasions worked in a role which was different from the previous role, the Client shall as soon as possible prior to the start of an Assignment and during each Assignment (as appropriate) and at any time on request by the Employment Business confirm to the Employment Business that 4.4.1 and/or 4.4.2 applies (as the case may be) and provide full details of the work carried out and for which company, the locations at which the work was done, and the period during which the work was done.
- 4.5 When making a request for the provision of a Temporary Worker the Client will provide full information and do all things necessary to enable the Employment Business to comply with the AWR. As soon as possible prior to the commencement of an Assignment and, as appropriate, during each Assignment and at any time at the Employment Business' request the Client shall give the Employment Business full details of any information which may be required by the Employment Business to fulfil its



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obligations under the AWR after such Temporary Worker has completed the Qualifying Period. In particular the Client shall provide written details of the relevant working and employment conditions the Temporary Worker would be entitled to for doing the same job if the Temporary Worker had been recruited directly by the Client as an employee or worker at the time the Qualifying Period started or with those of a comparable employee or comparable worker for the purposes of regulation 5 of the AWR, to include those terms ordinarily included and relating to:-

- 4.5.1 pay (including any sums payable to a worker of the Client in connection with their employment, including any fee, bonus, commission, holiday pay or other employment benefit whether payable under contract or otherwise, pay and benefits structures and performance assessment processes);
  - 4.5.2 duration of working time;
  - 4.5.3 night work;
  - 4.5.4 rest periods;
  - 4.5.5 rest breaks; and
  - 4.5.6 annual leave.
- 4.6 The Client shall also provide full details as to the basis on which it is considered that an individual is a comparable employee or worker, including whether the information relates to an actual employee of the Client or a hypothetical directly recruited employee or worker.
- 4.7 The Client will comply with all the Employment Business requests for information and any other requirements to enable the Employment Business to comply with the AWR.
- 4.8 The Client also undertakes throughout each and every Assignment to notify the Employment Business of any changes to the information provided in accordance with clause 4.5 and to provide updated information to the Employment Business as soon as is reasonably practicable, and in any event no later than three business days following the implementation of such changes.
- 4.9 In the event the Client does not have any employees or workers who carry out the same role as the Temporary Worker, the Client shall confirm this in writing to the Employment Business together with full details as to the basis on which this is considered by the Client to be the case. The Client shall provide such further information as is requested by the Employment Business to enable the Employment Business to establish the position to its satisfaction.
- 4.10 The Employment Business agrees to keep secret all information relating to terms and conditions of employment in place within the Client's business disclosed to the Employment Business in accordance with this clause 4 and not to use such information except for the purpose of complying with the AWR (which compliance shall include dealing with a Temporary Worker's complaint, request for information or claim relating to the AWR).

## 5. TIME SHEETS

- 5.1 At the end of 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 the Employment Business time sheet 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 by the Temporary Worker. 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 the Employment Business as soon as is reasonably practicable and shall co-operate fully and in a timely fashion with the Employment Business to enable the Employment Business to establish what hours, if any, were worked by the Temporary Worker. Failure to sign the time sheet does not absolve the Client of its obligation to pay the charges in respect of the hours worked.
- 5.3 The Client shall not be entitled to decline to sign a time sheet 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.
- 6.2 In the event that the Temporary Worker may be entitled to receive a bonus pursuant to the AWR, the Client will assess the Temporary Worker's performance pursuant to the Client's relevant performance assessment process and inform the Employment Business of the outcome of such process including the amount of any bonus awarded. The Client will provide any other information about the assessment to the Employment Business on request including copies of documentation.

## 7. TRANSFER AND INTRODUCTION FEES

- 7.1 Where there has been a supply:-
  - 7.1.1 In the event of the Engagement by the Client of a Temporary Worker supplied by the Employment Business either (1) directly or (2) by another employment business, during the Assignment or within whichever is the longer of either:-

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- (a) 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
- (b) 8 weeks from the day after the last day the Temporary Worker worked on the Assignment; the Client shall be liable, to either an extended period of hire or a Transfer Fee the length and/or amount of which is to be agreed between the Employment Business and the Client.
- 7.1.2 The Client must give the Employment Business 5 days' written notice in advance of the Engagement of whether it has elected to take the period of extended hire or to pay the Transfer Fee.
- 7.1.3 If the Client does not give such notice before the Temporary Worker is Engaged the parties agree that the Transfer Fee shall be due.
- 7.1.4 If the parties do not agree a period of extended hire or a Transfer Fee in accordance with 7.1.1 then the following shall be deemed to have been agreed:-
- (a) the length of the extended period of hire shall be 13 weeks during which the Client shall pay the hourly charges for each hour the Temporary Worker is supplied at the rate set out in clause 3; or
- (b) the amount of the Transfer Fee shall be in accordance with the permanent fee structure below: The Transfer Fee shall be calculated as a percentage of the Candidate's gross equivalent annualised remuneration package which will include base salary as well as any other benefits to the Candidate. Where the value of annualised commencing remuneration is not readily ascertainable it will be calculated as a multiple of 1800 times the hourly charge at which the Candidate was supplied to the Client.
- The Transfer Fee will be calculated as follows:
- (a) 15% for salaries below 15,000;
- (b) 16.5% for salaries from 15,000 to 19,999;
- (c) 18.5% for salaries from 20,000 to 24,999;
- (d) 20.5% for salaries from 25,000 to 34,999;
- (e) 25% for salaries over 35,000; a minimum Fee of 2,250.00 will apply.
- 7.2 Where there has been an Introduction but no supply:-
- 7.2.1 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 the Employment Business to the Client, but which leads to an Engagement by the Client of the Temporary Worker by the Client either (1) directly or (2) being supplied by another employment business within 6 months of the date of the Introduction the Client shall be liable to either an extended period of hire or an Introduction Fee the length or amount of which is to be agreed between the Employment Business and the Client.
- 7.2.2 The Client must give the Employment Business 5 days' written notice in advance of the Engagement of whether it has elected to take the period of extended hire or to pay the Introduction Fee.
- 7.2.3 If the Client does not give such notice before the Temporary Worker is Engaged the parties agree that the Introduction Fee shall be due.
- 7.2.4 If the parties do not agree a period of extended hire or an Introduction Fee in accordance with 7.2.1 then the following shall be deemed to have been agreed:-
- (a) the length of the extended period of hire shall be 13 weeks during which the Client shall pay the hourly charges for each hour the Temporary Worker is supplied at the rate set out in clause 3; or
- (b) the amount of the Introduction Fee shall be in accordance with the permanent fee structure as attached.
- 7.3 Inability to supply during the extended period of hire:-
- 7.3.1 If the Client elects for an extended period of hire, as set out above, but before the end of such period Engages the Temporary Worker supplied by the Employment Business either directly or pursuant to being supplied by another employment business or the Temporary Worker chooses not to be supplied for an extended period of hire, the Transfer or Introduction Fee may be charged, reduced by such percentage to reflect the period of extended hire already undertaken by the Temporary Worker and paid for by the Client.
- 7.3.2 Where period(s) of absence due to illness or injury prevent the Temporary Worker from being supplied for 3 or more days, (such days being qualifying days for the purposes of Statutory Sick Pay (SSP)), during the period of hire as set out above, the period of hire shall be extended by a period equivalent to the total period of absence. Where the Employment Business pays the Temporary Worker SSP during the period of hire an equivalent amount shall be charged to and be payable by the Client in addition to the charges agreed pursuant to clause 3.1.
- 7.4 Where there has been a supply followed by an Engagement by a third party:-
- 7.4.1 In the event that the Temporary Worker supplied to the Client is introduced by the Client to a third party which results in the Engagement of the Temporary Worker by the third party during the Assignment or within whichever is the longer of



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either:-

- (a) 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
- (b) 8 weeks from the day after the last day the Temporary Worker worked on the Assignment;
- (c) the Client shall be liable to pay a Transfer Fee the amount of which is to be agreed between the Employment Business and the Client.

7.4.2 If the parties do not agree a Transfer Fee in accordance with 7.4.1 then the Client will be liable to pay a Transfer Fee calculated in accordance with the permanent fee structure attached.

7.4.3 No refund of the Transfer Fee will be paid in the event that the Engagement subsequently terminates.

7.4.4 VAT is payable in addition to any fees due.

7.5 Where there has been an Introduction but no supply followed by an Engagement by a third party:-

7.5.1 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 the Employment Business to the Client, but 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 6 months from the date of Introduction the Client shall be liable to an Introduction Fee calculated in accordance with the permanent fee structure as attached. No refund of the Introduction Fee will be paid in the event that the Engagement subsequently terminates. VAT is payable in addition to any fee due.

7.6 Introduction by more than one employment business/agency. For the avoidance of doubt, in the event of an Introduction of a Temporary Worker by more than one employment business or employment agency, the Introduction Fee shall remain payable by the Client, unless the Client can provide written evidence that the Temporary Worker's details were received in writing from another employment business or employment agency before those from the Employment Business.

## 8. LIABILITY

8.1 Whilst every effort is made by the Employment Business 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, the Employment Business does not make any warranties in this regard and 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, the Employment Business does not exclude liability for death or personal injury arising from its own negligence or for fraud.

8.2 Temporary Workers supplied by the Employment Business are engaged under contracts for services. They are not the employees of the Employment Business 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 the Temporary Worker was on the payroll of the Client. The Client will also comply in all respects with all 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 the Temporary Worker during all Assignments. The Client will also comply in all respects with the provisions of the AWR.

8.3 The Client shall advise the Employment Business of any special health and safety matters about which the Employment Business is required to inform the Temporary Worker and about 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 the Employment Business in complying with the Employment Business' duties under the Working Time Regulations by supplying any relevant information about the Assignment requested by the Employment Business and the Client will not do anything to cause the Employment Business 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 the Employment Business 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 and shall notify the Employment Business immediately if the position changes.

8.5 The Client shall indemnify and keep indemnified the Employment Business in full against any and all costs, claims damages, fines, penalties or liabilities incurred by the Employment Business as a result of any act, error or omission of the Client or Temporary Worker throughout the duration of the Assignment or arising out of any non-compliance with clauses 8.2 and 8.3 and/or as a result of any breach of these Terms by the Client.

8.6 The Client will not do anything which causes the Employment Business to be in breach of its obligations under the AWR. The Client shall indemnify the Employment Business against all Losses arising out of or in connection with any failure by the Client

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to comply with its obligations under the AWR and/or in circumstances where by its acts and/or omissions the Client has prevented the Employment Business from complying with Regulation 5 of the AWR. The Client undertakes to take all such action at its own cost (including the provision of information and assistance requested by the Employment Business) within any reasonable time period requested by the Employment Business to avoid, defend, mitigate or compromise any claim brought by or on behalf of a Temporary Worker relating to the AWR.

8.7 For the avoidance of doubt the indemnity in clause 8.6 shall apply not only where a Tribunal finds that the Client is responsible for the breach of the AWR but also where: -

8.7.1 this is claimed or alleged by one or more Temporary Workers; and/or

8.7.2 a settlement is reached in relation to such claim; and/or

8.7.3 costs (including reasonable legal expenses and professional fees and disbursements) and/or other Losses are incurred by or on behalf of the Employment Business in defending such claim; and the Employment Business shall be indemnified by the Client in respect of such costs and/or Losses whether or not such claim is settled or withdrawn or is upheld or dismissed by any Tribunal.

8.8 The Employment Business and the Client shall inform the other in writing of any oral or written complaint it receives relating to which is or may be a complaint associated with rights of a Temporary Worker pursuant to the AWR or any written request for information relating to the relevant working and employment conditions (as described by clause 4.5) within 7 days of receipt. Further, the parties will cooperate to resolve any such complaint or provide any such information to the Temporary Worker within 28 days of such complaint or request.

8.9 The Employment Business and the Client shall inform the other of any claim brought by or on behalf of a Temporary Worker relating to the AWR as soon as possible and no later than 5 working days from the date of receipt.

## 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, the Employment Business will take all reasonably practicable steps to obtain and offer to provide to the Client:-

9.1.1 copies of any relevant qualifications or authorisations of the Temporary Worker; and

9.1.2 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

9.1.3 confirmation that it has taken all reasonably practicable steps to confirm that the Temporary Worker is suitable for the Assignment.

If the Employment Business 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 OF AN ASSIGNMENT

10.1 The Client undertakes to supervise the Temporary Worker sufficiently to ensure the Client's satisfaction with the Temporary Worker's 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 the Employment Business to remove the Temporary Worker. The Employment Business may, in such circumstances, reduce or cancel the charges for the time worked by that Temporary Worker, provided that the Assignment terminates: -

10.1.1 within four hours of the Temporary Worker commencing the Assignment where the booking is for more than seven hours; or

10.1.2 within two hours for bookings of seven hours or less; and

10.1.3 also provided that notification of the unsuitability of the Temporary Worker is confirmed in writing to the Employment Business within 48 hours of the termination of the Assignment.

10.2 Any of the Client, the Employment Business or the Temporary Worker may terminate an Assignment at any time without prior notice and without liability (except in the case of termination by the Client, who will be liable for the charges due under clause 3 above). In particular, the Employment Business may terminate any Assignment if the Client commits a material breach of any of its obligations under these Terms.

10.3 The Client shall notify the Employment Business 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 The Employment Business 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

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terminate the Assignment under the provisions of clause 10.2.

### 11. DATA PROTECTION ACT 1998

- 11.1 The Client and the Guarantor/s (if separate to the Client) authorises the Employment Business to:
- (a) collect, retain and use any information about the Client, for the purpose of assessing the Client's creditworthiness or marketing products and services to the Client; and
  - (b) to disclose information about the Client, whether collected by the Employment Business from the Client directly or obtained by the Consultant from any other source, to any other credit provider or any credit reporting agency for the purposes of providing or obtaining a credit reference, debt collection or of listing a default by the Client on publicly accessible credit reporting databases.
- 11.2 The Employment Business may also use information about the Client to monitor and analyse its business. In this connection the Client authorises the Employment Business to disclose personal information to agents or third parties engaged by the Employment Business.
- 11.3 The Client consents to the transfer of information outside of the European Economic Area for the purposes listed above.
- 11.4 Where the Client is an individual the authorities under (clause 11.1) are authorities or consents for the purposes of the Data Protection Act 1998.
- 11.5 The Client shall have the right to request from the Employment Business for a copy of the information about the Client retained by the Employment Business and the right to request the Employment Business to correct any incorrect information about the Client held by the Employment Business.

### 12. RELATIONSHIP BETWEEN THE PARTIES

- 12.1 Nothing herein shall constitute the relationship of employer/employee or any partnership between the Client and the Employment Business, the Client and the Temporary Worker(s) or the Employment Business and the Temporary Worker(s). Any Temporary Worker(s) supplied by the Employment Business under these Terms shall be engaged under a contract for services.
- 12.2 Where the Employment Business has given notice to the Client that these Terms apply, the Employment Business will operate as an employment business in relation to the Client and the Temporary Worker.
- 12.3 Nothing contained in these Terms or any other contract between the Employment Business and the Client for the supply of a Temporary Worker(s) to the Client is intended to or does confer upon any third party any benefit or right enforceable at the option of that third party or any liability whatsoever to any third party including for the avoidance of doubt the Temporary Worker.

### 13. WAIVER

- 13.1 Failure or delay by the Employment Business in enforcing or partially enforcing any provision of these Terms is not a waiver by the Employment Business of any of its rights.
- 13.2 Any waiver by the Employment Business of any breach by the Client is not a waiver of any subsequent breach.

### 14. LEGISLATION

- 14.1 The Employment Business is an equal opportunities organisation and is committed to providing equal opportunities to its Temporary Workers. This means that all Temporary Workers and other individuals dealing with the Employment Business will receive equal treatment regardless of race, colour, nationality, ethnic or national origins, religion or belief, sex, marital or civil partner status, gender reassignment, pregnancy or maternity, age, sexual orientation or disability. The Client acknowledges this policy and agrees to operate its business in accordance with equal opportunities.
- 14.2 The Employment Business recognises its obligations under the Data Protection Act 1998 ("DPA") in relation to processing personal data and complies with the requirements of the DPA in the operation of its business. The Client acknowledges it has responsibilities under the DPA and undertakes to comply with the DPA in relation to any data concerning a Temporary Worker, howsoever such data comes into the possession of the Client. The Client shall indemnify and keep the Employment Business indemnified in full against any and all costs, claims, damages, fines, penalties or liabilities incurred as a result of a breach of this clause by the Client.
- 14.3 Any references in these Terms to a "temporary work agency" shall mean a temporary work agency as defined by Regulation 4 of the AWR.
- 14.4 These Terms and any other contract between the Employment Business and the Client are subject to English Law and the exclusive jurisdiction of the English Courts.
- 14.5 The various provisions and sub-provisions of these Terms are severable and if any provision or identifiable part of it is held to be unenforceable by any Court of competent jurisdiction then such un-enforceability shall not affect the enforceability of the remainder of these Terms.

### 15. ADVERTISING



## TLS Ltd Terms and Conditions

- 15.1 The Client authorises the Employment Business to advertise, as may be necessary, to find Temporary Worker(s) for any position, details of which the Client has provided to the Employment Business.
- 15.2 The cost of advertising in the national or local press, or any other media, shall be payable by the Client in full within fourteen days of the date of any invoice raised by the Employment Business, providing the Client has agreed to the advertising.
- 15.3 The authority granted by the Client in 15.1 may be withdrawn at any time by giving 3 months' notice in writing to the Employment Business.

### **16. TERMINATION**

- 16.1 These Terms may be terminated by either party on giving one calendar month's notice to the other party.
- 16.2 A party (the "Non-Defaulting Party") may terminate these Terms with immediate effect by notice to the other party (the "Defaulting Party") on or at any time after the Defaulting Party committing a material breach of an obligation under these Terms which breach is incapable of remedy.
- 16.3 A party (the "Non-Defaulting Party") may by giving notice to the other (the "Defaulting Party") terminate the Terms as from the date of expiry of the notice if the Defaulting Party commits a material breach of the Terms which, in the case of a breach capable of remedy, is not remedied within thirty (30) Business Days after the Non-Defaulting Party has given notice containing details of the breach, requiring the breach to be remedied, and stating that, if it is not, the Terms may be terminated.
- 16.4 Either party may at any time, by notice to the other, terminate these Terms as from the date of expiry of the notice if an Insolvency Event occurs in relation to the other.
- 16.5 Termination shall be without prejudice to any other rights or remedies a person may be entitled to under these Terms or at law and shall not affect any rights or obligations which have accrued prior to or as a result of termination or any rights which are intended to continue after termination.