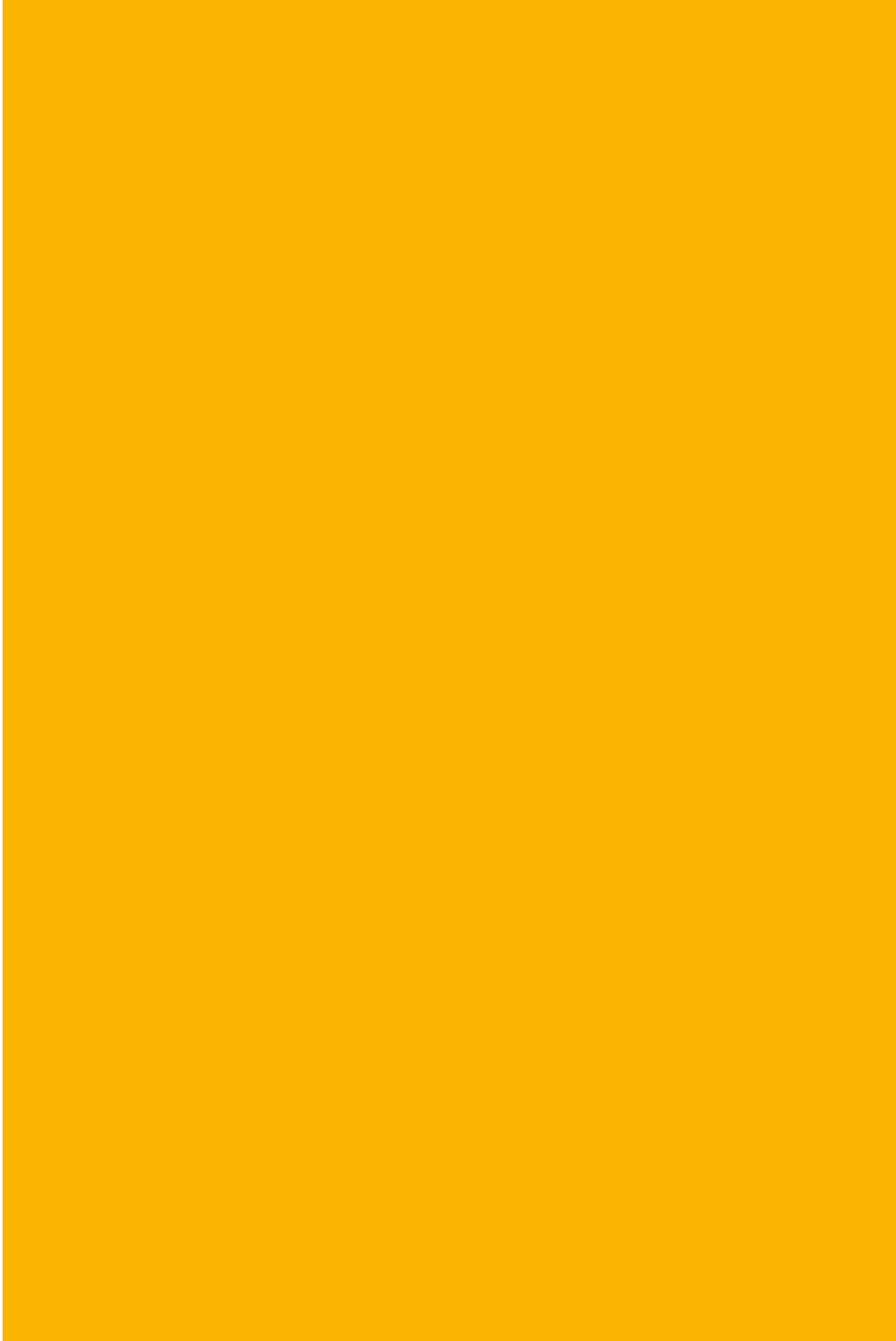


# Quality standards for good international mobility in temporary agency work

of the Bundesarbeitgeberverband  
der Personaldienstleister e. V. (BAP)





## Preamble

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The member companies of the Bundesarbeitgeberverband der Personaldienstleister e.V. (BAP) are aware of their social and economic responsibility. Therefore, they have committed themselves to the BAP code of conduct.

Collaboration with people who come to Germany from other countries requires a particularly high degree of responsibility. Because these people are foreigners in our country, they have left their home and sometimes their families to come and work for and with us. In doing so, they contribute to securing our prosperity and therefore deserve not only our respect, but also careful treatment and special support. This special responsibility for temporary agency workers who come from abroad brings with it a special obligation to high standards in international mobility.

For this reason, the BAP has developed quality standards for good international mobility in temporary agency work. These quality standards indicate fundamental criteria for good temporary agency work in the employment of international temporary agency workers and they form guidelines of the association.



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## Introduction

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Staffing agencies have been recruiting people from abroad for years. However, companies in the temporary agency work sector are currently limited to only employing temporary agency workers from the EU. Companies in the industry have extensive expertise in dealing with people with the most varied backgrounds. With their experience, it is possible for the sector to take on a decisive role in the integration of refugees in the work market.

However, temporary agency work is also beneficial to customers: changing demographic developments in Germany and the EU are leading to shortages of skilled workers. Staffing agencies find the suitable skilled workers for their customers. Small and medium-sized businesses in particular benefit from the expertise of staffing agencies in the recruitment and integration of temporary agency workers from abroad. Companies in the industry stand for an appreciative working environment for their temporary agency workers, regardless of their background, gender, religion, ideology, age or sexual orientation.

Transparency, fairness and reliable information from all those involved form the foundation of a valuable collaboration: They create the foundation for the successful collaboration between temporary agency workers and the companies involved: from recruitment to integration in the customers' companies and in Germany. Moreover, employment with a staffing agency provides temporary agency workers with additional security: should the assignment with a customer company prove unsuccessful, despite the careful preparation, the staffing agency will take care of finding an alternative position, ensuring the affected temporary agency worker is not left alone to search for a new job.

The adherence to and assurance of statutory and collective agreement standards are essential prerequisites for quality in international mobility. With these quality standards for international mobility, staffing agencies obligate themselves to reach even

further, with the conviction of offering high-quality services for customer companies and being a responsible employer for their international temporary agency workers.

## 1. Recruitment

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Recruitment from abroad is a special step for future temporary agency workers. Therefore, candidates often have special requirements for consultancy and support when preparing for their work migration, which are guaranteed by the staffing agencies.

The staffing agencies are obligated to provide candidates with transparent and fair communication throughout the entire recruitment process. This includes the following aspects in particular:

- Detailed information about the potential job
- Clarification of the framework conditions for employment in Germany
- Clarity about the contractual conditions
- Binding acceptance when the candidates are still in their countries of origin
- Contract completion as soon as possible

## 2. Mobility

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The issue of mobility is of particular significance for international temporary agency workers. A differentiation is made here between mobility out of and into the country of origin and between a German residence and places of work. The support of the employer is required in both cases. Therefore, the staffing agencies support international temporary agency workers with their mobility. This concerns the following aspects in particular:

- Consultancy/assistance with mobility between residence and place of work
- Consultancy/assistance with mobility between their country of origin and place of residence
- If mobility was organised by staffing agencies: Full transparency, in particular in regard to any costs
- Transparent supplementary regulations for self-organised travel to and from the country
- Clear guidelines in the event that a working relationship has ended prematurely



**» Staffing agencies  
support international  
temporary agency  
workers with their  
mobility«**

» Staffing agencies support and provide consultancy for their international temporary agency workers when looking for accommodation «

### 3. Accommodation

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Finding accommodation in a foreign country can be a particularly difficult challenge. Therefore, staffing agencies support and provide consultancy for temporary agency workers in finding accommodation. If the employer provides company accommodation, the staffing agencies go beyond the statutory standards (technical regulations for work place accommodation ASR A4.4). The aim must be an individual living space for the international temporary agency workers, company accommodation should only serve as an interim solution. Where living spaces are concerned, staffing agencies pay particular attention to the following aspects:

- Ensuring suitable accommodation upon arrival in Germany
- Consultancy/support in finding accommodation
- No obligation for temporary agency workers to use company accommodation
- No intention of making a profit and appropriate cost sharing for company-owned accommodation
- Full transparency regarding rental and operating costs as well as contract creation (for example, planned occupancy, co-payment of the rent and due date, as well as type of compensation, termination periods for the living space, house rules, questions of liability, charging on of additional costs)
- Clear guidelines in the event that a working relationship has ended prematurely

## 4. Mentoring

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Mentoring temporary agency workers is one of the primary tasks of staffing agencies as employers. Good mentoring is of major importance to international temporary agency workers. It is decisive for successful collaboration between temporary agency workers, staffing agencies and customer companies, but also for the successful integration of foreign temporary agency workers in Germany. This includes the following aspects, in particular:

- Fixed contact partners and a responsible office for international temporary agency workers with the staffing agency
- Easy to reach, linguistically and culturally appropriately trained mentors
- Consideration of specific cultural and ideological features
- Transparent wage calculation and answering of questions by a linguistically appropriate mentor
- Support for the international temporary agency workers in dealing with authorities and other institutions (for example, opening bank accounts, registering with the health insurance provider, registering with the tax office, accompanying them to the foreigners' authority etc.)
- Support for the international temporary agency workers in adapting to the daily working routine in Germany
- Organisation of suitable language and integration courses with as much flexibility as possible, where possible also before leaving their country of origin
- If requested: Support for international temporary agency workers in bringing their families to Germany

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## 5. Collaboration with customers

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Temporary agency work companies provide a high-quality service. The collaboration between staffing agencies and customers is a partnership and is generally based on a cultivated relationship of trust. The suitability of a deployment company for international temporary agency workers must be clarified in advance and the customer company sensitised towards handling international temporary agency workers. The following aspects are to be taken into particular consideration when deploying international temporary agency workers to customers:

- Ensuring that linguistic and culturally suitable contact partners are available at the customer company
- Ensuring there is no discrimination at the company
- Coordination of integration in the customer company in continuous coordination with the customer (onboarding, welcome, work processes, instructions by linguistically trained employees)

## Imprint

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