



LABOUR PROVIDER 'CORE SCORE' COMPLIANCE OPERATIONS RATING EVALUATION

This 'CORE Score' checklist supports labour providers to adopt a consistent approach in assessing their operational compliance. Use for self-assessment, gap analysis and action planning; to support collaborative working with clients and for signposting to key guidance and resources.

Labour Provider Name	Site	CORE Score %
Completer Name	Email	Date

Scoring System: 0 = Not implemented/Don't know | 1 = Partially implemented | 2 = Fully implemented | N/A = Not applicable



No	Requirement	Checkpoint	Training/Resource	CORE Score	Action Required
Commitment to legal and ethical compliance					
1	Holds a current GLAA licence if supplying into regulated sector	Check licence held on <u>GLAA Public Register</u>	ALP Academy Module - Complying with GLAA Licensing Standards ALP Academy Module - Supplying agency workers into the food industry		
2	Demonstrates commercial and trading labour supply due diligence	Meets HMRC labour supply chain <u>due diligence</u> and <u>assurance</u>	HMRC guidance on labour supply chain due diligence and assurance RRT Workshop - Labour Supply Chain Due Diligence and Partnerships GLAA Standard 1.2 Critical – Principal Authority competency test		
3	Makes timely and accurate payment of tax and national insurance liabilities	Tax and national insurance is paid to HMRC in accordance with <u>legal requirements</u>	ALP Resources on Tax & NI and Pay and Benefits RRT Standard 12 – Employment taxes are paid GLAA Standard 2.1 Critical – PAYE, NI and VAT		
4	Timely and accurate payment of VAT liabilities is made	VAT operation is in accordance with <u>legal requirements</u> and VAT paid is consistent with turnover	HMRC Guidance - Joint and several liability for unpaid VAT RRT Pillar A – A sustainable commercial model is operated GLAA Standard 2.1 Critical – PAYE, NI and VAT		

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5	Holds appropriate business insurance	Insurance maintained in accordance with <u>ALP Brief – Business Insurance for Labour Providers</u>	ALP Resources on Insurance RRT Standard 14 – Work is safe		
6	Is a current ALP member	Check <u>ALP Member Directory</u>	Association of Labour Providers		
7	Has a Responsible Recruitment Policy	Policy is written in accordance with <u>RRT Template Responsible Recruitment Policy</u>	Responsible Recruitment Toolkit Resources RRT Workshop - Introduction to Responsible Recruitment		
8	Is a Responsible Recruitment Toolkit Business Partner	Check the <u>public list</u>	Responsible Recruitment Toolkit		
9	Has a tackling Modern Slavery/ Forced Labour/Hidden Labour Exploitation Policy	Policy is written in accordance with <u>Stronger Together template policies</u>	Stronger Together Resources RRT Standard 24 – No Forced Labour GLAA Standard 3.2 Critical – Restricting a worker's movement, debt bondage and retaining ID documents		
10	Is aware of the risks of hidden labour exploitation and indicators of forced labour and has taken steps to ensure that slavery and human trafficking is not taking place in its own business	Attended Stronger Together training and has completed the <u>Stronger Together Labour Provider Good Practice Implementation Checklist</u>	Stronger Together Workshop – Tackling Modern Slavery in UK Businesses and Resources RRT Standard 24 – No Forced Labour GLAA Standard 3.2 Critical – Restricting a worker's movement, debt bondage and retaining ID documents		
11	If turnover >£36m, has published a compliant Modern Slavery Statement	Statement added to <u>Modern slavery statement registry</u>	Stronger Together Resources RRT Standard 24 – No Forced Labour GLAA Standard 3.2 Critical – Restricting a worker's movement, debt bondage and retaining ID documents		
12	Is a Stronger Together Business Partner	Check the <u>public list</u>	Stronger Together Business Partner RRT Standard 24 – No Forced Labour GLAA Standard 3.2 Critical – Restricting a worker's movement, debt bondage and retaining ID documents		
13	Has active Modern Slavery Champions throughout the business	Modern Slavery Champions are appointed and operate in accordance with the <u>Modern Slavery Champions Pack</u>	Stronger Together Resources RRT Standard 24 – No Forced Labour		

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14	Has signed and is working in accordance with the Fair's Fair Labour Supply Chain Payment Charter	Check the Fair's Fair Labour Supply Chain Charter signatories	ALP Fair's Fair Resources		
15	New and existing managers, supervisors, staff and agency workers are trained and have the knowledge and skills required to implement Responsible Recruitment Standards policies and procedures	View Training Needs Assessment /Plan/Training Records and confirm with staff and worker interviews.	ALP Academy Module – Understanding agency worker legislation Responsible Recruitment Toolkit Resources RRT Workshop - Introduction to Responsible Recruitment		

Recruitment

16	A fair labour planning and ordering process is established and agreed with each client	Labour is planned and ordered in accordance with ALP Good Practice Guide to Effective Labour Planning	ALP Resources on Access to Labour ALP Academy Module – Applying an effective workforce planning strategy RRT Pillar D – Workers are treated as customers		
17	Suitable potential workers are sourced fairly using a wide range of sourcing methods and media	Completed checklist in the ALP Good Practice Guide for Sourcing Workers	ALP Resources on Access to Labour ALP Academy Module – Labour sourcing – maximising your applicant pool RRT Standard 4 – Local recruitment is promoted RRT workshop: Fair and Equal Opportunity and Treatment		
18	A pool of labour sufficient to supply the needs of labour users, whilst providing a reasonable amount of work to workers is maintained	Assess how the existing labour pool size and labour requirement informs the recruitment strategy. Confirm worker view through interviews	ALP Resources on Access to Labour RRT Standard 8 – Employment status is recognised and regular work is offered		
19	Workers shall have the legal right to work in the UK	A Statutory Excuse is available for every worker in accordance with ALP Brief – Preventing Illegal Working and Establishing the Statutory Excuse	ALP Resources on Immigration and Right to Work ALP Academy Module - Preventing illegal working and ensuring effective right to work policies and systems RRT Standard 6 – Legal eligibility to work is established GLAA Standard 7.2 - Right to work		
20	Workers assigned to labour users are who they say they are	Labour provider has an effective process to establish identity at interview and on assignment.	ALP Compliance Support RRT Standard 7 – Imposters and hidden workers are prevented		

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21	Workers licences and qualifications are valid	Documents are subject to validity checks, copied and held on workers files	ALP Compliance Support		
22	Pre-employment health questionnaires are compliant with the Equality Act	Pre-employment health questionnaires are used in accordance with ALP Brief – Equality Act and Pre-employment Health Related Checks	ALP Resources on Discrimination and ALP Brief – Equality Act and Pre-employment Health Related Checks RRT Standard 18 – Opportunity and treatment are fair and equal RRT Workshop - Fair and Equal Opportunity and Treatment		
23	People with convictions have opportunity to work	Recruitment is conducted in accordance with the O2O Employing Prisoners and People with Convictions Toolkit	ALP Resources on Open to Opportunity RRT Standard 18 – Opportunity and treatment are fair and equal RRT Workshop - Fair and Equal Opportunity and Treatment		
24	Workers receive a Key Information document before agreeing contractual terms	KID is issued to all workers in accordance with ALP Brief – Template Key Information Document	ALP Resources on Contract Templates RRT Standard 2 – Recruitment is Transparent		

Health and Safety

25	The responsibility for health and safety is agreed and assigned	Health and Safety responsibilities are agreed and assigned in accordance with ALP Brief - Managing the Health and Safety of Agency Workers	ALP Resources on Health and Safety ALP Academy Module – Managing the health and safety of agency workers RRT Standard 14 - Work is Safe RRT Workshop - Safe Work for Agency/Contract Workers GLAA Standard 6.1 – Assigning responsibility and assessing risk		
26	Risks to the health and safety of workers are properly identified and controlled	Health and Safety risks and controls are identified and mitigated in accordance with ALP Brief - Managing the Health and Safety of Agency Workers	ALP Resources on Health and Safety ALP Academy Module – Managing the health and safety of agency workers RRT Standard 14 - Work is Safe RRT Workshop - Safe Work for Agency/Contract Workers GLAA Standard 6.1 – Assigning responsibility and assessing risk		

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No	Requirement	Checkpoint	Training/Resource	CORE Score	Action Required
27	Agency workers are subject to the same health surveillance as their directly engaged comparators	Health surveillance is agreed and provided in accordance with <u>ALP Brief - Managing the Health and Safety of Agency Workers</u>	ALP Resources on Health and Safety ALP Academy Module – Managing the health and safety of agency workers RRT Standard 14 - Work is Safe RRT Workshop - Safe Work for Agency/Contract Workers GLAA Standard 6.1 – Assigning responsibility and assessing risk		
28	Workers do not work more hours than permitted by the Working Time Regulations or labour user requirements	Working hours are in accordance with legal limits and labour user requirements in accordance with <u>ALP Brief - Managing the Health and Safety of Agency Workers</u>	ALP Resources on Health and Safety ALP Academy Module – Managing working hours RRT Standard 13 – Working time is not excessive RRT Workshop - Safe Work for Agency/Contract Workers GLAA Standard 5.1 – Rest periods, breaks and annual leave		
29	Workers are able to take the rest periods and breaks to which they are entitled.	Rest periods and breaks are in accordance with legal limits and labour user requirements in accordance with <u>ALP Brief - Managing the Health and Safety of Agency Workers</u>	ALP Resources on Health and Safety ALP Academy Module – Managing working hours RRT Standard 13 – Working time is not excessive RRT Workshop – Safe Work for Agency/Contract Workers GLAA Standard 5.1 – Rest periods, breaks and annual leave		
30	Workers are able to take the annual leave to which they are entitled.	Annual leave is accrued and taken in accordance with <u>ALP Brief - Calculating Paid Holiday Entitlement for Agency Workers</u>	ALP Resources on Holiday ALP Academy Module – Calculating paid holiday entitlement for agency workers RRT Standard 10 – Holiday entitlement is provided GLAA Standard 5.1 – Rest periods, breaks and annual leave		
31	Where workers have freely agreed to work more than an average of 48 hours a week, an opt out agreement has been completed, signed and retained on file.	A correctly completed agreement is held for workers who have worked more than an average of 48 hours	Acas 48 hour opt out guidance ALP Academy Module – Managing working hours RRT Standard 13 – Working time is not excessive GLAA Standard 5.2 – Working hours		

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No	Requirement	Checkpoint	Training/Resource	CORE Score	Action Required
32	Workers receive health and safety induction training relevant to the site prior to commencement.	Worker records and workers confirm sufficient training provided in accordance with <u>ALP Brief - Managing the Health and Safety of Agency Workers</u>	ALP Resources on Health and Safety ALP Academy Module – Managing the health and safety of agency workers RRT Standard 14 - Work is Safe RRT Workshop - Safe Work for Agency/Contract Workers GLAA Standard 6.2 – Instruction and training		
33	Workers are paid for health and safety induction training	New starters' payslips show payment of induction training	ALP Resources on Health and Safety ALP Academy Module – Managing the health and safety of agency workers RRT Standard 14 - Work is Safe RRT Workshop - Safe Work for Agency/Contract Workers GLAA Standard 6.2 – Instruction and training		
34	Workers receive the training required for them to undertake their assignment safely and effectively	Worker records and workers evidence pre-start and ongoing training in accordance with <u>ALP Brief - Managing the Health and Safety of Agency Workers</u>	ALP Resources on Health and Safety ALP Academy Module – Managing the health and safety of agency workers RRT Standard 14 - Work is Safe RRT Workshop - Safe Work for Agency/Contract Workers GLAA Standard 6.2 – Instruction and training		
35	Workers receive adequate and appropriate PPE without charge	Worker are provided with PPE in accordance with <u>ALP Brief - Managing the Health and Safety of Agency Workers</u>	ALP Resources on Health and Safety ALP Academy Module – Managing the health and safety of agency workers RRT Standard 14 - Work is Safe RRT Workshop - Safe Work for Agency/Contract Workers GLAA Standard 6.3 – Safety at work		
36	Workers are protected from the risks of coronavirus whilst at work	Workplaces have been assessed as COVID secure in accordance with <u>government guidance</u>	ALP Resources on Coronavirus ALP Risk Control Checklists GLAA Standard 6.1 – Assigning responsibility and assessing risk		

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No	Requirement	Checkpoint	Training/Resource	CORE Score	Action Required
37	All accidents are properly recorded and investigated	Accidents are recorded and investigated in accordance with ALP Brief - Managing the Health and Safety of Agency Workers	ALP Resources on Health and Safety ALP Academy Module – Managing the health and safety of agency workers ALP Academy Module - Conducting effective investigations RRT Standard 14 - Work is Safe RRT Workshop - Safe Work for Agency/Contract Workers GLAA Standard 6.3 – Safety at work		

Management of workers

38	Legally compliant worker contracts are agreed and issued to workers to retain prior to commencement and variances to terms are agreed and recorded	Workers agree contracts in accordance with ALP Template Contracts	ALP Resources on Contract Templates ALP Academy – Understanding agency workers terms of engagement and status of employment RRT Standard 8 – Employment status is recognised and regular work is offered GLAA Standard 7.3 – Workers: Contractual arrangements and records		
39	Worker are informed of their rights and how to report any concerns including indicators of forced labour	Rights and reporting lines are communicated through worker inductions, handbooks, tools such as the Worker Rights video , Just Good Work app and Stronger Together video's	ALP Resources on Communication RRT Standard 2 – Recruitment is Transparent Stronger Together Resources		
40	Workers are provided with information explaining the processes and procedures relevant to their employment, in an accessible format	Information communicated through worker inductions, handbooks, tools such as the Worker Rights video and Just Good Work app	ALP Resources on Communication RRT Standard 2 – Recruitment is Transparent		
41	Apprentices receive the training and support they are entitled to	Apprentices are managed in accordance with ALP Brief – Guide to Apprenticeships and the Levy for Labour Providers	ALP Resources on Managing Agency Workers		
42	Workers are issued with a Worker Assignment Schedule for each assignment	Assignment Schedules are completed and issued in accordance with ALP Brief – Template Worker Assignment Schedule	ALP Resources on Contract Templates RRT Standard 2 – Recruitment is Transparent		

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43	Workers are assigned to work in a fair and non-discriminatory manner	Workers are assigned in accordance with <u>ALP Brief – Preventing Discrimination in Labour Provision</u>	ALP Resources on Discrimination ALP Academy Module – Preventing discrimination of agency workers RRT Standard 18 – Opportunity and Treatment are Fair and Equal RRT Workshop - Fair and Equal Opportunity and Treatment GLAA Standard 5.7 - Discrimination		
44	Workers questions, complaints and requests are responded to swiftly and appropriately	Communication with agency workers follows the guidance in <u>Communication and Engagement for Agency Workers</u>	ALP Resources on Managing Agency Workers ALP Academy Module – Conducting effective investigations RRT Standard 21 – Access to remedy is ensured		
45	Workers complaints and grievances are managed fairly and consistently	Complaints and grievances are managed in accordance with <u>ALP Brief – Operational Grievance Procedure for Agency Workers</u>	ALP Resources on Managing Agency Workers ALP Academy Module – Conducting effective investigations RRT Standard 21 – Access to remedy is ensured		
46	A confidential helpline is provided for workers	View helpline. Review effective communication of the helpline with worker interviews.	ALP Resources on Managing Agency Workers RRT Standard 21 – Access to remedy is ensured		
47	Workers' performance and conduct is fairly and consistently managed	Policy and process is in accordance with Acas guidance for employees and <u>ALP Brief – Managing Agency Workers on Contract for Services Conduct and Behaviour Breaches Template Policy</u> for workers	ALP Resources on Managing Agency Workers ALP Academy Module – Managing agency workers conduct and capability ALP Academy Module - Conducting effective investigations RRT Standard 20 – Conduct and Capability are Managed GLAA Standard 5.6 – Disciplinary and grievance procedures		
48	Workers are not subjected to discrimination, bullying or harassment	Workers are treated in accordance with <u>ALP Brief – Preventing Discrimination in Labour Provision.</u> Confirm through worker interviews	ALP Resources on Discrimination ALP Academy Module – Preventing discrimination of agency workers RRT Standard 19 – No mistreatment is allowed RRT Workshop - Fair and Equal Opportunity and Treatment GLAA Standard 3.1 Critical – Physical and mental mistreatment GLAA Standard 5.7 - Discrimination		

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No	Requirement	Checkpoint	Training/Resource	CORE Score	Action Required
49	Worker absence is monitored and managed fairly, consistently and in compliance with both the law and accepted ethical standards.	Absence is monitored and managed in accordance with <u>ALP Brief – Absence Management for Labour Providers</u>	ALP Resources on Managing Agency Workers RRT Standard 20 – Conduct and Capability are Managed		
50	Labour turnover is measured and managed to seek to improve retention	Labour turnover is monitored and managed in accordance with <u>ALP Good Practice Guide to Retaining Workers</u>	ALP Resources on Sourcing and Retaining Workers ALP Academy Module – Implementing an effective labour retention strategy		
51	Workers are not prevented from forming or joining a trade union of their choice and are not subjected to any detriment for doing so	Through worker interviews such as the format available in <u>Complyer</u>	ALP Resources on Representation RRT Standard 17 – Freedom of Association is respected GLAA Standard 5.3 – Right to belong to a trade union		
52	Workers are consulted on matters of significant impact and formal representation is in place in accordance with legal requirements	Worker consultation and representation is in accordance with <u>ALP Guide – Consultation and Representation for Agency Workers</u>	ALP Resources on Consultation and Representation RRT Pillar D – Workers are treated as customers		
53	Where employees are transferred between labour providers, the transfer is compliant with TUPE Regulations	TUPE transfers are conducted in accordance with <u>ALP Brief – Transfer of Undertakings (TUPE) for Labour Providers</u>	ALP Resources on Managing Agency Workers ALP Academy Module - Implementing agency worker supply at key new clients ALP Academy Module – Managing contract terminations and TUPE transfers RRT Standard 22 – Employment opportunities are not prevented		
54	Where termination of contract is necessary, workers are treated fairly.	Leavers are treated in accordance with <u>ALP Brief – Fair termination of agency workers' contracts</u>	ALP Resources on Contract Templates RRT Standard 23 – Termination rights are provided		
55	Worker records are managed and maintained in compliance with Data Protection laws	Data is processed in accordance with <u>ALP GDPR Briefs</u>	ALP Resources on Data Protection RRT Standard 3 – Personal Data is Protected GLAA Standard 5.5 - Confidentiality		

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Pay and Benefits					
56	New starters are set up so that workers can be paid on time into the correct bank account	New starter details are captured in accordance with <u>legal requirements</u>	ALP Resources on Pay and Benefits RRT Standard 9 – Wages are paid fairly and properly		
57	No recruitment fees are paid by workers	Worker do not pay recruitment fees in breach of <u>GLAA Standard 7.1</u> and preventative practice is applied as per <u>Eliminating Worker Paid Recruitment Fees and Related Costs</u>	ALP Resources on Pay and Benefits RRT Standard 1 – No recruitment fees are paid by workers RRT Workshop - Eliminating Worker-Paid Recruitment Fees GLAA Standard 7.1 Critical – Fees and providing additional services		
58	Workers receive at least the National or Agricultural Minimum or National Living Wage as appropriate	Statutory minimum wages are paid in accordance with the <u>Assignment Schedule, ALP Brief - National Minimum Wage Compliance</u> and <u>ALP Brief – Agricultural Wages Orders N Ireland, Scotland and Wales</u> as relevant.	ALP Resources on Pay and Benefits or Agricultural Workers ALP Academy Module – Paying agency workers accurately and fairly RRT Standard 9 – Wages are paid fairly and properly GLAA Standard 2.2 Critical – Paying wages GLAA Standard 3.3 Critical – Withholding wages		
59	Workers receive the working and employment conditions to which they are entitled under the Agency Workers Regulations	AWR rights are provided in accordance with the <u>Assignment Schedule</u> , and <u>ALP briefs on the Agency Worker Regulations</u>	ALP Resources on AWR ALP Academy Module - Complying with the Agency Workers Regulations RRT Standard 9 – Wages are paid fairly and properly GLAA Standard 2.2 Critical – Paying wages GLAA Standard 3.3 Critical – Withholding wages		
60	Workers time and attendance is recorded accurately.	Recorded hours accurately reflect time worked in accordance with <u>ALP Brief – Start and finish times and the national minimum wage</u>	ALP Resources on Pay and Benefits RRT Standard 9 – Wages are paid fairly and properly		
61	Any cost to the worker is compliant with NMW rules.	Payments and wage deductions are compliant with <u>ALP Brief - National Minimum Wage Compliance</u>	ALP Resources on Pay and Benefits RRT Standard 9 – Wages are paid fairly and properly GLAA Standard 3.2 Critical – Restricting a worker's movement, debt bondage and retaining ID documents		

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62	Workers receive holiday pay to which they are entitled, including when they leave	Holiday accrued and paid in accordance with <u>ALP Brief - Calculating Paid Holiday Entitlement for Agency Workers</u>	ALP Resources on Holiday ALP Academy Module – Calculating paid holiday entitlement for agency workers RRT Standard 10 – Holiday entitlement is provided GLAA Standard 2.5 Critical – Holiday Pay		
63	Workers receive the SSP to which they are entitled	Pays SSP in accordance with <u>ALP Brief - Statutory Sick Pay (SSP) for agency workers</u>	ALP Resources on SSP RRT Standard 11 – Benefits are provided GLAA Standard 2.3 - Benefits		
64	Workers receive the parental benefits to which they are entitled	Pays parental benefits and leave in accordance with <u>ALP Brief – Pregnancy, Maternity and New Mothers</u>	ALP Resources on Managing Agency Workers ALP Academy – Managing pregnancy, maternity and new mothers RRT Standard 11 – Benefits are provided GLAA Standard 2.3 - Benefits		
65	Eligible workers are enrolled into a workplace pensions scheme	Enrols eligible workers in accordance with <u>ALP Brief – Pension Auto-Enrolment</u>	ALP Resources on Pensions RRT Standard 11 – Benefits are provided GLAA Standard 2.3 - Benefits		
66	Workers are paid the same rate for the job, irrespective of their age.	Pays at least the National Living Wage in accordance with <u>ALP Brief - National Minimum Wage Compliance</u>	ALP Resources on Pay and Benefits RRT Standard 18 – Opportunity and Treatment are Fair and Equal		
67	Timely and accurate payslips are issued.	Payslip is compliant with <u>legal requirements</u> and received by workers	ALP Resources on Pay and Benefits RRT Standard 9 – Wages are paid fairly and properly GLAA Standard 2.4 - Payslips		
68	Coronavirus related benefits are paid swiftly and accurately.	Benefits such as SSP and furlough pay are paid in accordance with the relevant <u>ALP Coronavirus Brief</u>	ALP Resources on Coronavirus RRT Standard 9 – Wages are paid fairly and properly		
69	Leavers are processed swiftly with P45's and outstanding monies delivered promptly and automatically.	Leavers are treated in accordance with <u>ALP Brief – Fair termination of agency workers' contracts</u>	ALP Resources on Pay and Benefits RRT Standard 23 – Termination rights are provided GLAA Standard 2.5 Critical – Holiday Pay		

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No	Requirement	Checkpoint	Training/Resource	CORE Score	Action Required
Provision of Transport					
70	Transport provided is appropriately licensed and insured	Transport is provided in accordance with <u>ALP Brief - Providing Transport to Agency Workers</u> and <u>ALP Brief – Vehicle Insurance for Labour Providers</u>	ALP Resources on Transport RRT Standard 16 – Transport is safe GLAA Standard 6.4 Critical - Transport		
71	Workers are transported safely	Transport is provided in accordance with ALP Brief 136 – <u>Providing Transport to Agency Workers</u>	ALP Resources on Transport RRT Standard 16 – Transport is safe GLAA Standard 6.4 Critical - Transport		

Provision of Accommodation					
72	Accommodation provided is safe.	Accommodation is provided in accordance with <u>ALP Brief - Accommodation Standards Audit Checklist</u>	ALP Resources on Accommodation RRT Standard 15 - Accommodation is safe and hygienic GLAA Standard 4.1 Critical – Quality of accommodation		
73	Accommodation provided is properly licensed or registered	Appropriately licensed or registered in accordance with <u>ALP Brief - Accommodation Standards Audit Checklist</u>	ALP Resources on Accommodation RRT Standard 15 - Accommodation is safe and hygienic GLAA Standard 4.2 – Licensing of accommodation		
74	Accommodation is provided in compliance with NMW rules	Charges for accommodation are in accordance with <u>ALP Brief – Living Accommodation and the National Minimum Wage</u>	ALP Resources on Accommodation RRT Standard 9 – Wages are paid fairly and properly GLAA Standard 2.2 Critical – Paying wages		

Recruitment intermediaries					
75	Where recruitment intermediaries are used, they are approved by the client and operate lawfully and without cost to the worker	Check KID and payslips for any worker employed through an intermediary.	ALP Resources on Labour Provider Due Diligence and Recruitment Intermediaries RRT Standard 2 – Recruitment is Transparent		
76	Second tier providers are subject to the same statutory and contractual standards as the principal labour provider	Second tier providers are appointed and managed in accordance with <u>ALP Brief – Appointment and Management of Second Tier Providers</u>	ALP Resources on Labour Provider Due Diligence RRT Standard 2 – Recruitment is Transparent GLAA Standard 8.1 Critical – Sub-contracting and using other labour providers		

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77	Second tier providers are audited to evidence compliance with the same statutory and contractual standards as the principal labour provider	Second tier providers are appointed and managed in accordance with <u>ALP Brief – Appointment and Management of Second Tier Providers</u>	ALP Resources on Labour Provider Due Diligence RRT Standard 2 – Recruitment is Transparent Labour provider compliance audits and compliance tool - Complyer		

Working with Clients

78	Contractual terms and conditions are agreed with each client	Contractual terms and conditions are in accordance with the <u>ALP Template Terms of Business</u>	ALP Resources on Contract Templates ALP Academy Module - Understanding contractual terms of business RRT Pillar A – A sustainable commercial model is operated GLAA Standard 7.5 – Restriction on charges to labour users		
79	Charge rates are transparent and sufficient to meet statutory and contractual requirements and provide a sustainable margin	Pricing is calculated in accordance with <u>ALP Charge Rate Guidance</u> and <u>ALP Brief – How to Calculate Charge Rates for Agency Labour</u>	ALP Fair's Fair Resources ALP Academy Module - Calculating charge rates for agency workers RRT Pillar A – A sustainable commercial model is operated		
80	Service Level Agreements record the service elements agreed for each contract	Up to date SLA's are agreed with each client in accordance with the <u>ALP Model Service Level Agreement</u>	ALP Model Service Level Agreement ALP Academy Module - Effective service level agreements and KPI's RRT Pillar A – A sustainable commercial model is operated		
81	Bookings are filled within the cut-off time agreed with the labour user	Check against SLA and KPI's	ALP Model Service Level Agreement ALP Academy Module - Effective service level agreements and KPI's		
82	Invoices are timely and accurate with errors resolved within agreed timescale	Check against SLA and KPI's	ALP Model Service Level Agreement		
83	Client records are managed and maintained in compliance with Data Protection laws	Data is processed in accordance with <u>ALP GDPR Briefs</u>	ALP Resources on Data Protection RRT Standard 3 – Personal Data is Protected GLAA Standard 5.5 - Confidentiality		

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84	Client service delivery against agreed KPIs is subject to regular formal review to foster continuous improvement	Formal progress review in accordance with the <u>ALP Model Service Level Agreement</u>	ALP Resources on Labour Provider Due Diligence and Good Practice ALP Academy Module – Effective service level agreements and KPI's		
85	Ongoing collaborative continuous improvements drive proactive improvements in customer service for applicants and workers	Formal progress review in accordance with the <u>ALP Model Service Level Agreement</u>	ALP Resources on Access to Labour RRT Pillar D – Workers are treated as customers		
86	Service delivery is subject to internal and external audit and objective external assessment	View audit reports / certification	Complyer audit tool Labour provider compliance audits Clearview Labour Provider Certification Scheme		
CORE Score Total					
CORE Score Total %					

