



## GLAA Brief

Issue 60 – March 2020  
Labour user best practice

**This Brief offers guidance on the best practice for labour users in the GLAA regulated sectors.**

### Introduction

Labour users have an essential role in maintaining the health, safety and welfare of workers. If you are operating in the GLAA regulated sectors you are required by law to use a licensed labour provider.

Here are some steps you can take to ensure you are complying with your legal requirements and ensuring workers are treated fairly.

### The GLAA public register

The public register lists the labour providers who have a licence. It is available on our website at [www.gla.gov.uk/our-impact/who-has-a-glaa-licence](http://www.gla.gov.uk/our-impact/who-has-a-glaa-licence) or you can phone our licensing helpline on 0345 602 5020. You can search by location, name or unique reference number (URN). Further information such as contact details and date of licence can also be viewed.

### Active check alerts

The best way to keep up to date with a labour provider's licence status is to register for the active check alerts service.

The active check service sends you direct updates of any changes to a labour provider's licence such as a compliance inspection or a revocation. It also shows that you have taken reasonable steps to use a licensed labour provider.

You can find out more about active checks on our website:

[www.gla.gov.uk/i-am-a/i-use-workers/keep-up-to-date-with-licence-changes-active-checks](http://www.gla.gov.uk/i-am-a/i-use-workers/keep-up-to-date-with-licence-changes-active-checks)

## Charge rate guidance

The guidance on the indicative minimum charge rates shows the basic rate a labour provider may charge. This covers the legal obligations relating to the employment of workers but does not include management fees or profit.

Although the rates are indicative, any figure significantly less than those published raises concerns of non-compliance.

A GLAA Brief on charge rate guidance is issued in March/April each year following the annual changes to the minimum wage rates. The most recent guidance is in GLAA Brief 61, March 2020: <https://www.gla.gov.uk/media/5601/glaa-brief-issue-61-charge-rate-guidance.pdf>

Labour providers and users may also need to consider worker's pay parity under the Agency Workers Regulations 2010 (AWR). You can find out more about AWR in GLA Brief 22:

[www.gla.gov.uk/media/2356/gla-brief-issue-22-agency-worker-regulations.pdf](http://www.gla.gov.uk/media/2356/gla-brief-issue-22-agency-worker-regulations.pdf)

Please also note that workers' induction times must be paid by labour providers as an extension of working time. This is covered within the GLAA licensing standards: [www.gla.gov.uk/media/5482/licensing-standards-october-2018-final-reprint-jan-2020.pdf](http://www.gla.gov.uk/media/5482/licensing-standards-october-2018-final-reprint-jan-2020.pdf)

Whilst we do not determine any agreed terms or labour costs for AWR or worker inductions, we are obliged to report all low charge rates and non-payment of induction periods. These will be closely examined in line with the requirements of our licensing standards during GLAA inspections.

## The supplier / retailer protocol

The protocol is an agreement between the GLAA and all major food retailers and suppliers. It sets out how we will work with the industry to improve standards and protect workers.

Retailers and suppliers commit to sharing information, intelligence and any concerns they have, in confidence, to reduce exploitation in the supply chain. You can find out more about the protocol here:

<https://www.gla.gov.uk/i-am-a/i-use-workers/supplier-retailer-protocol/>

Labour users can also read the supermarkets' and suppliers best practice guide which has information on service level agreements, conducting an audit and spotting the signs of worker exploitation: [www.gla.gov.uk/media/3294/supermarkets-and-suppliers-best-practice-guide-2017.pdf](http://www.gla.gov.uk/media/3294/supermarkets-and-suppliers-best-practice-guide-2017.pdf)

## Recommendations

Labour users and providers are advised to review the best practice guidance in this Brief to make sure these recommendations are covered within their agreed terms.

We work in partnership with industry to ensure safety and welfare standards for workers are maintained and welcome your assistance with this. If you have any questions, please do not hesitate to contact us.

## Further information

1. If you any questions about this brief, please contact the GLAA helpline on 0345 602 5020 or email [licensing@gla.gov.uk](mailto:licensing@gla.gov.uk).
2. For the latest news and updates from the GLAA:



Twitter: [@UK\\_Glaa](https://twitter.com/UK_Glaa)



facebook: [www.facebook.com/TheGLAA](https://www.facebook.com/TheGLAA)

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