

BIO-D

Agency Labour Compliance Audit

How a fast, well-documented supplier audit confirmed strong foundations and pinpointed four minor corrective actions.

24 hrs

From audit to documented report

4

Minor corrective actions identified

14

Agency documents reviewed per supplier

CLIENT OVERVIEW

Ethically motivated, environmentally responsible

Bio-D is an independent, ethically motivated company dedicated to promoting the use of environmentally responsible detergents. It manufactures cleaning and laundry products that are UK made, effective, biodegradable and hypoallergenic.

Its products are made from sustainable, naturally derived raw materials and contain no chlorine or optical brighteners. The entire Bio-D range is suitable for use with septic tanks and is approved by Cruelty Free International and The Vegan Society.

Bio-D's uncompromising standards have been recognised by a number of awards and endorsed by Cruelty Free International, The Vegan Society and Allergy UK. It is the only green cleaning company whose products meet the standard for commercial food preparation, BS EN 1276.

AT A GLANCE

CLIENT

Bio-D

SECTOR

Eco cleaning & laundry products

MADE IN

United Kingdom

ENDORSEMENTS

Cruelty Free International, The Vegan Society, Allergy UK

ENGAGEMENT

Agency labour compliance audit

TURNAROUND

Report delivered within 24 hours

THE BACKGROUND

Why an agency audit?

Bio-D contacted Compliance.One to help carry out an audit of its recruitment agencies.

Compliance.One's audit checks cover 100% of supplied workers and are carried out every six months. By reviewing the processes, systems and records in place for each recruitment partner, clients can verify ongoing compliance and ensure their agencies have everything they need to meet the standards expected of them.

OUR VIEW

Audits are an excellent tool for evaluating the level of risk within a supply chain — which is why we recommend setting up an ongoing audit programme.

THE OBJECTIVES

What Bio-D's agency audits set out to verify

01

Compliance with legislative and regulatory requirements

02

Compliance with the agreed terms of business

03

Necessary worker pre-employment checks are completed

04

How workers have been engaged

05

The labour provider and any sub-suppliers are suitably insured

06

Whether the labour provider is socially responsible in its treatment of worker pay, benefits and statutory employment rights

THE AUDIT SOLUTION

Major elements of the Compliance.One audit

The major elements of the Compliance.One audit provided to Bio-D were:

1**Legislative & regulatory compliance**

To verify whether suppliers comply with legislative and regulatory requirements.

2**Best practice & SLAs**

To verify whether recruitment best practice is adhered to and suppliers are operating in line with any agreed SLAs.

3**Social responsibility**

To verify whether suppliers are socially responsible in their treatment of worker pay, benefits and statutory employment rights.

4**Ethical operating processes**

To verify whether suppliers' operating processes regarding the disclosure of finances and redress of grievances can be deemed ethical.

THE AUDIT SOLUTION — CONTINUED

Agency resource in scope of the audit

Each supplying agency was asked to provide evidence across 14 documents, covering corporate and financial standing through to policies, statements and accreditations.

Corporate & contractual 7 ITEMS	Policies & accreditations 7 ITEMS
- Pre-audit questionnaire - Certificate of incorporation - VAT certificate of registration - Documentary evidence that the labour provider is registered for PAYE - Confirmation of business insurance - Template registration forms - Template worker contract	- Health & safety policy - Equal opportunities and diversity policy - Environmental policy - Complaints policy and procedure - Modern Slavery Statement - ISO certificates (if held) - Membership certificates (e.g. ALP, REC, APSCo)

HOW THE PROGRAMME WORKS

100%

of supplied workers covered by audit checks

6-monthly

audit frequency for ongoing compliance

3

lenses reviewed: processes, systems and records

EVIDENCE, NOT ASSUMPTION

Every item is reviewed as evidence — not simply confirmed as present — so that gaps in process, documentation or worker treatment can be identified and put right.

THE RESULT

Four areas for minor corrective action

Compliance.One identified four areas where minor corrective action was needed from the supplying agencies:

1

Contracts

Agencies needed to include the required clauses in workers' contracts.

2

Job / brief assignment confirmation

Ensure all workers have an email address, and send an assignment confirmation email that includes the job / brief assignment confirmation.

3

Health & safety

Ensure all workers have an email address, and send an assignment confirmation email that includes health & safety information.

4

Agency Workers Regulations

Ensure all workers have an email address, and send an assignment confirmation email that includes Agency Workers Regulations information.

CLIENT TESTIMONIAL

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[Compliance.One] conducted a supplier audit for us and were very professional but easy to work with. The audit was well documented and provided in a report within 24 hours. I would not hesitate to recommend [Compliance.One] to other companies who need to outsource their audit requirements.

Heather Nixon

QUALITY & REGULATORY MANAGER, BIO-D



Independent, evidence-based assurance for
complex labour supply chains

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