

— TAYLORS OF HARROGATE

Agency Labour Compliance Audit

How an independent audit of recruitment agencies identified contract, pay and AWR gaps — and brought every supplying agency into full compliance.

100%

Of supplied workers covered by audit checks

14

Agency documents reviewed per supplier

5

Findings identified and remediated

Independent, evidence-based assurance for complex labour supply chains

Agency labour · Supplier audit

CLIENT OVERVIEW

A family business devoted to extraordinary flavour

Taylors of Harrogate is an independent family tea and coffee company from Harrogate in Yorkshire. It has strong family values — a love for fairness, quality, creativity and the importance of treating people with respect — and is completely devoted to the pursuit of extraordinary flavour.

Its story starts back in 1886, when Charles Taylor and his two sons set up a tea and coffee company. C. E. Taylor & Sons became known for quality, and the flagship store at 1 Parliament Street, Harrogate became famous across the region.

In 2019 the business achieved CarbonNeutral® status, covering all Bettys & Taylors operations — the culmination of many years' work to reduce emissions and establish carbon offsetting projects that directly benefit people and communities within its supply chain.

AT A GLANCE

CLIENT

Taylors of Harrogate

SECTOR

Tea & coffee

FOUNDED

1886, Harrogate, Yorkshire

ENGAGEMENT

Agency labour compliance audit

SCOPE

All recruitment agencies
supplying labour

OUTCOME

Full compliance with relevant
UK legislation

THE BACKGROUND

Why an agency audit?

Taylors of Harrogate 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 Taylors of Harrogate'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 Bettys & Taylors 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

Audit report findings

The audit identified five areas where supplying agencies needed to strengthen their processes or documentation:

1

Complaints process

Agencies were advised to include details of the complaints process with the job brief.

2

Due diligence on worker pay

Agencies were advised to complete due diligence checks to confirm that no preparation time should be included in worker pay.

3

National Living Wage

Worker contracts needed to refer to the National Living Wage (NLW).

4

Annual leave entitlement

Contracts needed to confirm that workers will receive 5.6 weeks (28 days) of annual leave.

5

Agency Workers Regulations

Agencies were required to provide further evidence to demonstrate their operating processes for AWR.

THE ACTION

Fully compliant with all relevant UK legislation

A plan was put in place to rectify all of the failure items identified. Taylors of Harrogate's supplying agencies and workers are now fully compliant with all relevant UK legislation.



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