

Recruitment Policy Template

This addendum forms an integral part of the HR policy of **[Company Name]** and is binding to all companies listed under **[Company Name]**.

1. Effective **[Date]** all companies under the **[Company Name]** management shall adopt a “zero fees” policy in line with the relevant rules of the ethical recruitment standards and the “Employer Pays Principle”.
2. Each company shall ensure that the authorized recruitment agents in the country of origin of the candidates shall not charge any recruitment or processing fees including any upfront deposits or security payments for the provision of recruitment services.
3. Prohibits the confiscation or retention of the workers passport or other personal documents by the local agents.
4. The recruitment agencies in the country of origin of the candidates shall not use any sub-agents without prior written approval from the HR department.
5. All candidates shall be informed in advance that **[Company Name]** is responsible for the payment of all recruitment or processing fees relating to the recruitment of workers and that no candidate shall pay any fees or gifts towards their employment or selection in course of their employment to any representatives of **[Company Name]** or the authorized recruitment agents of **[Company Name]**.
6. The authorized local agents shall ensure that any job advertisements placed by the local agent for recruiting workers includes a statement to the effect that no recruitment or processing fees shall be charged to candidates for the employment for any companies under the **[Company Name]** management.
7. The HR department representatives shall clearly inform the worker in a language they understand the nature of the role and the working and living conditions in **[Country of Destination]**, including the risks of the work to be performed and that the worker is not required to pay any recruitment or processing fees.
8. Upon the arrival of the candidates in **[Country of Destination]**, the workers welfare representatives shall carry out an interview with the workers and obtain the information required as per the company’s new starters checklist.
9. If the HR department discovers that any candidate has paid recruitment or processing fees of any kind to the representatives of the authorized local agent or **[Company Name]**

representatives it shall obtain reimbursements from the responsible party and reimburse the amount to the worker.

10. All payments made to the authorized local agents for recruitment fees by **[Company Name]** shall be processed and paid only after the HR department has verified if all candidates have been recruited as per the guidelines provided by **[Company Name]**.
11. The HR department shall conduct another round of interviews with the workers related to the recruitment fees and procedures upon completion of their probation period.
12. If the HR department obtains substantial proof for fees charged to the workers, it shall deduct the fees from the pending payments of the authorized recruitment agents and shall reimburse the worker in **[Country of Destination]**.

In case of any claims/grievances made by the candidates regarding unauthorized service fees being charged the following procedure shall be implemented:

Step 1: Clients HR and Welfare Department shall submit report of complete investigation into the claims by the candidates within 15 days of arrival of candidates.

Step 2: The Agent shall have 15 days from date of receipt of the report to conduct their own investigation into the claims and respond with justification or mitigation measures including a proposed reimbursement methodology for valid claims.

Step 3: Upon receipt of response from the Agent the client shall verify the information received and verify the justification provided.

Step 4: Client shall withhold the service fees for the cumulative claims raised by the candidates and release the pending amount of the service fees due to the Agent.

Step 5: The Agent shall have 60 days from date of receipt of initial investigation report to secure reimbursement of recruitment fees from the unauthorized third party based on the details provided by the Client.

Step 6: Client to conduct secondary round of interviews to re-establish the validity of the claims raised by each candidate and share the secondary investigation report.

Step 7: Client shall reimburse the unauthorized fees charged to the candidates to the direct bank account of the candidates and submit proof of reimbursement to Agent.

Step 8: Client shall release all pending amounts due to the Agent minus the cumulative unauthorized fee reimbursement made to the candidates on behalf of the Agent.

Step 9: Performance Assessment & Close out Report.

Authorized & Approved By:

[Company Representative Name]

[Designation]

Signature _____