

AWR Continues to Cause Industry Concern

The Recruitment & Employment Confederation (REC) is in extensive consultations with the Government over the forthcoming Agency Worker Regulations (AWR), destined for introduction in October 2011. The Regulations are set to introduce a number of measures to give a measure of equality to agency workers in terms of pay and benefits.

This piece of EU legislation will become law next year but certain aspects of its contents have raised deep concerns in the recruitment industry, not least the impact that it will have on clients and their ability to continue to benefit from a very flexible workforce. There are four key issues that have been highlighted by REC members.



Firstly, the twelve week qualifying rule for temps on assignment raises the issue of the tracking of repeat short term positions. The AWR also includes measures to tackle avoidance by clients and agencies when calculating the time worked by a temp.

Secondly, performance-related bonuses are to be included in the scope of the AWR, thus engendering extra cost to the

client. Holiday entitlement will also be compared to permanent workers doing a broadly similar role.

Thirdly, defining and testing legitimate self-employment status and finally the need for early publication of official guidance. The latter is unlikely to appear until Spring next year.

The qualifying period poses potential headaches in terms of measurement by the agency and understanding by the temp worker. It is likely that the AWR will increase both workload and cost for agency and client alike and the finer details of the Regulations need to be clearly defined before an accurate assessment of its impact can be measured. www.rec.uk.com

Catch 22 Honoured at BIFM Members Awards



Simon Aspinall and Don Searle of Catch 22, Corporate Supporter of the Year, pictured with Ian Broadbent, Chair of the BIFM

At the recent BIFM Members Recognition Awards, Catch 22 was chosen by the judging panel as Corporate Supporter of the Year for 2010, ahead of some strong candidates. Catch 22's commitment to the success of the Institute drew praise from all quarters. Presenting the award at London's I-Max, new BIFM Chair, Ian Broadbent, said "In winning the award Catch 22 showed sustained commitment to BIFM and its members not just over the last 12 months but over a long number of years both regionally and nationally, worthy winners indeed"

Providing Quality People

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Service Review Proves Positive

For the first time, the annual Catch 22 Client Service Review was conducted by telephone, engaging clients and giving them the opportunity to comment upon the quality of service and value for money that we offer. Previous reviews have used postal, email and online options but showed a disappointing rate of response. In a climate where

customer satisfaction is key, the improved response level of well over 60% has had some very positive outcomes.

Clients were very pleased with the standard of temp staff supplied and appreciative of the speed with which we responded to their requests. They marked us very highly for our efforts in permanent recruitment and indicated clearly that the rates for this and temp staff are generally very competitive. Catch 22's MD, Vince Parker, commented 'Our customers are our lifeblood and it is gratifying to see that we are exceeding their expectations in the main. However, we won't allow complacency to creep in.'



BIFM Golfers Head To Chepstow for 2010 Finals



The 10th BIFM National Golf Finals will this year be held at the magnificent St Pierre course near Chepstow on Wednesday 15th September. Teams representing the Regions will compete in Members, Corporate and Sponsors categories for the chance to become Overall Champions for 2010. The successful Members team will be off to Portugal for a

fantastic golfing weekend. Over 80 players are expected to compete for the title and there are a limited number of sponsorship opportunities still available. We will be joined on the day by Paul Way, ex-Ryder Cup star, and Ian Robertson, the BBC's voice of rugby union. Please contact Vince or Don on 020 7821 1134 for full details - don@c22.co.uk

ISO Award Updated



Catch 22's Quality Management System, first awarded in 1995, is now confirmed as compliant with ISO9001:2008. This certification is firmly established as the global standard for providing assurance on quality requirements and customer satisfaction. "I'm extremely delighted that our commitment to delivering a high quality service can be demonstrated by 15 years of accreditation to such a recognised standard" commented C22 Director, Simon Aspinall.

New C22 Addition!



Meet Anthony Junior, the latest addition to the Catch 22 family! AJ, as he's known, arrived in April to proud parents Anthony Barrett, Catch 22's industrial temp controller, and Georgina who also used to work for us. Congratulations!

Footnote

Why not take a look at the new Testimonials page on the C22 website and find out what our clients really think about Catch 22?
www.c22.co.uk/testimonials.php