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| **Safety Culture Ladder NEN** | | | |
| Decision number: | 2024-05 |  |  |
| Concerning: | Determination of number of man-days in audit for a temporary employment/detachment agency | | |
| Date: | 2025-02-17 |  |  |
| Implementation: | Publication on the website and in Certification scheme SCL 2.0 | Entry term: | As from 1 juli 2025 |

Background;

To determine the audit duration, the certification scheme includes manday tables under ‘7.4 Certification manday table’. From the Harmonisation Committee, a case was presented on how this mandate table should be used at an employment agency.

The question was:

Should agency workers/detached workers be included in the calculation of the number of man-days or is only the office staff of the agency included?

This question was addressed at the SCL BoE meeting on 4 December.

Consideration;

The BoE agrees that the current certification scheme does not provide sufficient guidance on how to use the mandate table in the case of a temporary employment agency.

At the same time, it would like there to be no distinction between an employment agency and a detachment agency with regard to man-days.

The annex contains what the ‘definition’ of an employment agency and a detachment agency is and the differences between the two. The essence of the difference lies in the type of contract that temporary workers/detached workers are given.

Decision:

The SCL BoE took the following decision:

For determining the number of man-days for an audit at an employment agency/detachment agency, the following assumptions should be used;

(a) At an employment agency:

Both office staff and the number of employees working for the temporary employment agency at the time of the audit (which may therefore be a different number from the number of employees registered with the temporary employment agency) must be included in determining the number of man-days for the audit.

(b) At a detachment agency:

Both office staff and the number of employees employed by the detachment agency at the time of the audit (which may therefore be a different number from the number of employees actually seconded) must be included when determining the number of man-days for the audit.

Following that, the following conditions are imposed;

a) The number of employees to be interviewed at a temporary employment agency must be representative of the ‘normal’ picture (during a calendar year) of the temporary employment agency. The CB must test this prior to the audit.

b) The interviews with temporary employees/detached workers must take place at the office of the temporary employment agency/detached workers (and therefore not at the location where they are working at the time of the audit).

(c) The employment agency/detachment agency is responsible for the staff they deploy/detach. They must ‘onboard’ the staff they sign up/employ with them at the client level.

An audit should check, through a series of interviews:

- whether and how this ‘onboarding’ was done by the temporary employment agency/contracting agency;

- whether the employees have understood the essence of ‘onboarding’ and can indicate what this means in practice with regard to their work.

This also applies to temporary workers/detached workers who are deployed/detached in a managerial position.

- How what was learned during ‘onboarding’ is also maintained over time.

The effective date of this decree is 1 July 2025.

In case the CB already has an order from a temporary employment agency or detachment agency to perform an audit on the SCL, whereby different starting points have been used than have now been decided by the BoE, a so-called ‘repair job’ will have to be done during the follow-up audit in year 2. Audits in year 2 will then have to be carried out in line with the decision taken by the SCL BoE.

**Annex to decision 2024-05**

*What is an employment agency?*

A temporary employment agency is an intermediary company in the labour market. It mediates between people looking for (temporary) work (the temporary worker) and companies in (temporary) need of people (the hirer).

A temporary worker works on an assignment basis and the agency only serves as an intermediary between the temporary worker and client. With a temporary contract, the temporary worker only gets paid for the hours he or she has worked. And when the assignment is over, he or she does not get paid. Someone with a temp contract therefore does not have the salary guarantee that someone with a detachment contract has.

*What is a detachment agency?*

A detachment agency is a company that hires people to work temporarily at other companies or organisations for a fee.

A seconded or interim professional is under contract with a detachment agency. This is a fixed-hour contract, with the agency paying the seconded person. The detachment agency takes care of the assignments. Has an assignment ended and no new one is in progress? Then the seconded person continues to be paid while maintaining the contract. In this case, the detachment agency pays the salary.

*What is the difference between detachment and temping?*

Detachment offers a permanent contract with a detachment agency, where you get paid between assignments. Temping means working on the basis of a temporary employment contract with less security.

Detachment and temping have three main differences:  
- Form of contract (permanent contract vs. agency contract)  
- Type of assignment (specialist vs. general)  
- Duration of relationship (long-term vs. short-term working relationship)