
Recruitment Policy

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Omni Facilities Management
11 Beavor Lane
London
W6 9AR
hr@omnifm.com

Use this recruitment policy:

To ensure that all staff involved in recruitment understand and follow the process of recruitment within the company

This policy covers:

- The ethos of the company in relation to recruiting
- The company recruitment process
- Offers of employment
- Pre-employment checks
- Induction

Recruitment and Selection Policy & Procedure

Recruitment and Selection Policy

This policy applies to both part time and permanent employees, but is not applicable to casual staff, work experience students, apprentices or self-employed workers.

Omni Facilities Management recognises that it is fundamental to the success of the business to attract and appoint candidates who are of the highest caliber and who have the appropriate skills and experience to help the business grow and evolve through their willingness to learn and adapt and their ability to work as part of a team.

The Company pledges to:

- Ensure that the best candidate is recruited based on their merit.
- Ensure that the recruitment and selection process is conducted professionally, fairly, efficiently and consistently.
- Provide appropriate training and support for anyone involved in the recruitment process.
- Ensure that anyone involved in the recruitment process is aware of and adheres to the relevant legislation.
- Ensure that the recruitment process is relevant and up to date; continually developing and evolving to make sure that a rigorous and accurate recruitment process is in place.
- Treat all documents with the utmost confidentiality and in accordance with GDPR regulations.

Recruitment and Selection Procedure

This procedure is designed to ensure that recruitment is undertaken in line with the Recruitment and Selection Policy and Equal Opportunity Policy and promotes equality of opportunity.

This procedure outlines the Company's responsibilities and details the key stages of the process:

Identification of a vacancy

- Once it has been identified at hotel level that a vacancy exists, a request is raised via the omni.net system.

Job Description

- A job description or specification will be created for all job vacancies, broadly detailing the duties and tasks required for the role. However, due to the nature of many of the job roles, significant flexibility and adaptability is required. All job descriptions must be approved by Director of Recruitment & Director of Human Resources.

Advertising and Short listing

- If feasible, consideration will be given to advertising job vacancies internally in the first instance.
- It is not the Company's usual practice to use recruitment agencies to aid the recruitment process, but in certain circumstances, this may be considered, by using the agencies to provide Temp Staff on a Temp to Perm bases over a 12 week agreed period
- When advertising external vacancies, consideration will be given to advertising the roles in a way that will generate the best response from candidates, given cost and time constraints.
- Candidates will be provided with sufficient information about the role to enable them to make an informed decision regarding their potential suitability for the role and Company.
- A decision to shortlist will be taken without regard to the potential candidate's age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation.
- All job applications will usually be acknowledged within 48 hours of receipt.

Selection and Interview

- It is the Company's current practice to conduct at least one telephone or face to face interviews as part of the selection process, but depending on the job role, a range of selection methods may be used in addition to this, including; skype calls, client interviews
- Candidates will be informed of their success, or otherwise, either verbally or in writing, once all interviews have been completed, or within a reasonable timescale, and feedback offered where possible.

Interviews

- Interview questions will relate to the selection criteria. No questions will be based on assumptions about roles in the home and the family, or the assumed suitability of different ethnic groups for the post in question. In particular, questions about private personal relationships, marital status, children, domestic arrangements, marriage plans, or family intentions will not be asked at interview.
- Where it is necessary to obtain information on personal circumstances, for example, if one of the criteria for a particular position requires flexible working hours, then the question will be asked of all candidates.
- In the case of a disabled applicant (who identifies themselves as such before interview), appropriate arrangements will be made to enable candidates to feel comfortable and able to compete on an equal basis.

Offer of Employment

- Once an offer of employment has been accepted, written confirmation of the offer will be provided in the form of a Contract of Employment, or Offer Letter depending on role, along with all the relevant Company documentation.

- All offers of employment will be conditional upon satisfactory, medical assessment, evidence of eligibility to work in the UK and any other appropriate checks. For more information, please see the pre-employment checks section below.
- All appointments will be made subject to satisfactory completion of a probationary period.

Induction

- Once a start date has been arranged with the successful candidate, the candidate's future line manager is responsible for managing and preparing a comprehensive induction programme, using the companies training plans provided.

Pre-Employment Checks

Depending on the job role, employees may be subject to the following pre-employment checks, please be aware that the Company reserves the right to change the checks or methods with which they are carried out, subject to legislative requirements or business needs.

ID Checks

Applications via Hotels:

All candidates that are interviewed and considered for employment with the hotel, the hotel must send a copy of the candidates ID ¹to idchecks@omnifm.com to have their personal details checked against any "Do Not Employee" or "Black Lists" held with the company. If the candidate is on any of these lists an email of rejection will be issued or an email confirming that the hotel can proceed and offer a job to the candidate.

Please note that all ID Checks that are emailed to idchecks@omnifm.com will be responded to within 1 working day.

Application via Head Office

All Candidates that are interviewed at head office and considered for employment with the company will have their personal details checked against any "Do Not Employee" or "Black Lists" held with the company. If the candidate is on any of these lists they will be rejected, but if they are not then the recruitment team will proceed and offer a job to the candidate.

Reference Checks

All candidates that apply for a role with Omni Facilities Management are required to supply reference information at time of application on the online application form covering the last two years of employment.

¹ ID is in the form of a Passport, or National ID Card. If a EU Citizen then they must provide a Share Code that needs to be sent and checked prior to employment being confirmed. This also applies to candidates that are coming to head office to apply direct with us.

The recruitment team will check the reference information with the candidate making sure that we have the correct contact information and then will proceed with sending a reference request.

Requesting references for recruitment

Factual References are requested by the recruitment department following the interview process and a written Offer of Employment has been made to the preferred candidate, subject to satisfactory pre-employment checks being made. They are requested using the online Reference Request Form.

An Offer of Employment cannot be made unless we receive satisfactory work or study related factual references for the candidate, covering the last 2 years employment/study, or 1 reference if the candidate has been working for the same employer for over 5 years.

All references must be sent to a work or education establishment and must not be sent to a home address. Where possible these are sent to a professional/work email address.

In certain circumstances it may be necessary to obtain a verbal reference if the written response has not been received or clarification is required. It is important to ensure that where an Offer of Employment is made, any such verbal reference should also be confirmed in writing.

It is important to distinguish between references and testimonials. The latter are usually documents given to the candidate by a referee (often worded 'to whom it may concern'). The company does not accept these in place of a referee's reference.

If the preferred candidate indicated on the application form that they did not want their references contacted, you must seek permission to contact them following the interview. A Offer of Employment can be made subject to satisfactory references and other pre-employment checks.

Satisfactory and Unsatisfactory References

Satisfactory References: If the references received on the preferred candidate are satisfactory and support the information in the application form and from the interview an Offer of Employment can still stand, so long as all other pre-employment checks have been satisfactorily obtained.

Unsatisfactory References: If the references received are unsatisfactory and give serious cause for concern it is possible to revoke the Offer of Employment. However, in all such cases advice must be sought from HR prior to this action being taken. It may be necessary to meet with the candidate again to express the companies concerns and give the candidate the opportunity to explain any circumstances that might have led to a poor reference being given. Care should also be given to poor sickness records as they may have a health condition that falls under the Equality Act.

Fraudulent References: If there is any suspicion that a reference is fraudulent it should be referred to the Director of Recruitment and HR Director

Safe handling and storage of references

References are privileged documents and as such their contents must not be divulged to the candidate nor should references be photocopied. The contents of a reference must not be disclosed to anyone other than those involved in the recruitment process. If an applicant wishes to see their reference, they may request this in writing to the HR Department. References for the successful candidate will be kept in their personal file. References obtained for preferred candidates who are not subsequently employed will be kept in their personal file as per the company's GDPR policy.

Right to Work in the UK

All candidates must provide appropriate, original documents which demonstrate their eligibility to work in the UK before they start employment with the Company. Once a candidate has provided these documents, they will be checked by a member of the Recruitment Team or Human Resources Department to ensure they are valid and genuine and that the personal details match the candidate. The documents will then be photocopied and kept on the employee's personal file. Depending on the documents provided, and specifically if the documents are from List B, the Company will re-check the employee's proof of their right to work in the UK at least every 12 months or until documents are provided from List A.

If a candidate is not able to provide the appropriate documents to demonstrate their right to work in the UK, the Company will consider holding the candidate's application open for a limited period of time. However, depending on the needs of the business, but the company hold an application open for a reasonable length of time to enable the relevant documents to be obtained.

The Company is committed to equal opportunities and will treat all employees and candidates in the same way; checks will be made regardless of an individual's age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, or sexual orientation.

For details of the documents that prove an individual's right to work in the UK, including Lists A and B, please see the following pages on Right to Work Checklist.

Right to Work for EU Citizens Update 1st July 2021

Here at Omni Group – Omni Facilities Management Limited, from 1 July 2021, it will be mandatory for all those involved in the recruitment process to request that candidates provide a "Share Code" to prove their right to work along with any additional documents that will be required under the new right to work checks from 1 July 2021. Please note that from 1st July if a candidate does not have "Share Code", You **CAN NOT** employ.

Right to Work Checklist

Name of person:	
Date of check:	
Type of check:	Initial check before employment ☐ Follow-up check on an employee ☐

You may conduct a physical document check or perform an online check to establish a right to work. Where a right to work check has been conducted using the online service, the information is provided in real-time, directly from Home Office systems and there is no requirement to see the documents listed below.

Step 1 for physical check

- You must **obtain original documents** from either **List A** or **List B** of acceptable documents for a manual right to work check.

List A

- ☐ 1. A passport (**current or expired**) showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
- ☐ 2. A passport or passport card (**current or expired**) showing that the holder is a national of the Republic of Ireland.
- ☐ 3. A **current** document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom indefinitely.
- ☐ 4. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
- ☐ 5. A **current** Biometric Immigration Document (biometric residence permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- ☐ 6. A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- ☐ 7. A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

- ☐ 8. A birth or adoption certificate issued in the UK, **together with** an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
- ☐ 9. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, **together with** an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
- ☐ 10. A certificate of registration or naturalisation as a British citizen, **together with** an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

List B Group 1

- ☐ 1. A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
- ☐ 2. A **current** Biometric Immigration Document (biometric residence permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.
- ☐ 3. A **current** document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom for a time-limited period and to do the type of work in question.
- ☐ 4. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
- ☐ 5. A document issued by the Bailiwick of Jersey or the Bailiwick of Guernsey, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has made an application for leave to enter or remain under Appendix EU to the Jersey Immigration Rules or Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008, on or before 30 June 2021.
- ☐ 6. A frontier worker permit issued under regulation 8 of the Citizens' Rights (Frontier Workers) (EU Exit) Regulations 2020.
- ☐ 7. A **current** immigration status document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, **together with** an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

List B Group 2

- ☐ 1. A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 **together with a Positive Verification Notice** from the Home Office Employer Checking Service.
- ☐ 2. A document issued by the Bailiwick of Jersey or the Bailiwick of Guernsey, showing that the holder has made an application for leave to enter or remain under Appendix EU to the Jersey Immigration Rules or Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 on or before 30 June 2021 **together with a Positive Verification Notice** from the Home Office Employer Checking Service.
- ☐ 3. An application registration card issued by the Home Office stating that the holder is permitted to take the employment in question, **together with a Positive Verification Notice** from the Home Office Employer Checking Service.
- ☐ 4. A **Positive Verification Notice** issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

Step 2 – Check

You must **check** that the documents are genuine and that the person presenting them is the prospective employee or employee, the rightful holder and allowed to do the type of work you are offering.

1. Are photographs consistent across documents and with the person's appearance?	Yes	No	N/A
2. Are dates of birth correct and consistent across documents?	Yes	No	N/A
3. Are expiry dates for time-limited permission to be in the UK in the future i.e. they have not passed (if applicable)?	Yes	No	N/A
4. Have you checked work restrictions to determine if the person is able to work for you and do the type of work you are offering? (For students who have limited permission to work during term-time, you must also obtain, copy and retain details of their academic term and vacation times covering the duration of their period of study in the UK for which they will be employed.)	Yes	No	N/A
5. Are you satisfied the document is genuine, has not been tampered with and belongs to the holder?	Yes	No	N/A
6. Have you checked the reasons for any different names across documents (e.g. marriage certificate, divorce decree, deed poll)? (Supporting documents should also be photocopied and a copy retained.)	Yes	No	N/A

Step 3 – Copy

You must make a clear **copy** of each document in a format which cannot later be altered, and retain the copy securely; electronically or in hardcopy. You must copy and retain:

- ☐ 1. **Passports:** any page with the document expiry date, nationality, date of birth, signature, leave expiry date, biometric details and photograph, and any page containing information indicating the holder has an entitlement to enter or remain in the UK and undertake the work in question.
- ☐ 2. **All other documents:** the document in full, both sides of a biometric residence permit. **You must also record and retain the date on which the check was made.**

Know the type of excuse you have

If you have correctly carried out the above 3 steps you will have an excuse against liability for a civil penalty if the above named person is found working for you illegally. However, you need to be aware of the type of excuse you have as this determines how long it lasts for, and if, and when you are required to do a follow-up check.

The documents that you have checked and copied are from:

1. **List A** ☐ You have a **continuous statutory excuse** for the **full duration** of the person's employment with you. You are not required to carry out any repeat right to work checks on this.
2. **List B: Group 1** ☐ You have a **time-limited statutory excuse** which expires when the person's permission to be in the UK expires. You should carry out a **follow-up check when the document evidencing their permission to work expires**.
3. **List B: Group 2** ☐ You have a **time-limited statutory excuse** which expires six months from the date specified in your Positive Verification Notice. **This means that you should carry out a follow-up check when this notice expires.**

You must obtain original documents from either List A or List B of acceptable documents for a manual right to work check.

Home Office online right to work checking service

Currently, the online checking service supports checks in respect of those who hold:

- a biometric residence permit; or
- a biometric residence card; or
- status issued under the EU Settlement Scheme; or
- status issued under the points-based immigration system; or
- British National Overseas (BNO) visa; or
- Frontier Worker permit

There are three basic steps to conducting an online right to work check:

1. use the Home Office online right to work checking service (the 'View a job applicant's right to work details' page on GOV.UK) in respect of an individual and only employ the person, or continue to employ an existing employee, if the online check confirms they are entitled to do the work in question;
2. satisfy yourself that any photograph on the online right to work check is of the individual presenting themselves for work; and
3. retain a clear copy of the response provided by the online right to work check (storing that response securely, electronically or in hardcopy) for the duration of employment and for two years afterwards.

More information on how to conduct a manual and online check can be found in guidance at [GOV.UK/government/collections/right-to-work-checks-employer-guidance](https://www.gov.uk/government/collections/right-to-work-checks-employer-guidance)