Outsourced Agreements and Staff Management Policy

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Amendment History

Title:	Outsourced Agreements and Staff Management Policy
Responsible Unit:	People and Organizational Development Department
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INTRODUCTION TO OUTSOURCED AGREEMENTS AND STAFF MANAGEMENT POLICY

INTRODUCTION

MSA University is committed towards delivering excellent services at the workplace and recruiting the right caliber who can help fulfill business demands and maintain the highest standards of internal and external service on a permanent, temporary, and outsourced basis.

PURPOSE

The outsourced agreements and staff management policy has been developed with the purpose of providing a framework to manage such agreements with different agencies and managing outsourced employees to ensure delivering the required service.

SCOPE

This policy applies to all MSA University Human Resources Staff responsible for hiring and managing outsourced staff and to all outsourced staff during their employment at MSA University.

DEFINITIONS

Outsourced Staff

An individual supplied by an agency to work temporarily for and under the supervision of MSA University and has a contract of employment or services with the agency.

Work Agency

Supplier of individuals to work temporarily for and under supervision of the University.

OUTSOURCED AGENCIES/EMPLOYEES MANAGEMENT POLICY

Outsourced employees can be hired to provide Long/Short-term services/ responsibilities/ projects to enable the provision of needed services and flexibility. However, prior to hiring an outsourced agency/ employee, all internal options should have been considered to ensure the effective utilisation of existing staff and minimise cost and disruption.

Guiding Principles

- The University is obliged to treat outsourced employees the same as if they were employed by MSA University, in relation to employment entitlements and facilities.
- Hired outsourced employees should be working under the supervision of MSA University line manager and comply with MSA University regulations.
- Hiring outsourced agencies /employees should be through MSA University Human Resources office solely.

OUTSOURCED AGENCIES/EMPLOYEES MANAGEMENT GUIDELINES

First Day of Assignment

On the first day of an assignment, line managers must provide an induction to the outsourced employee. Line Managers could refer to our University's Learning and Development team for guidance on what topics should be covered during the induction process.

Safety, Health and Wellbeing Responsibilities

Managers have an obligation to manage the implications of any health and safety issues that may arise whilst an outsourced employee is on assignment at the University.

Working Hours and Breaks

Our University's standard working week for full-time staff is 37.5 hours per week including 30 minutes break per day. Managers should ensure that the hours worked and breaks for the outsourced employees are in accordance with this standard.

Timesheets

Outsourced employees receive payment directly from their Agency, based on the number of hours they have worked. Managers are required to approve the timesheets of outsourced employees.

The completed timesheets should then be submitted to the Agency for processing and payment. Managers must keep a copy of the timesheet and a log of the hours worked so that this can be checked against the invoice our University receives from the Agency.

Performance Issues

Should a manager have concerns about the performance of outsourced employees, this should be reported to the Agency. The Agency is responsible for any performance issues and will provide a suitable alternative in a timely manner.

Leaves

Outsourced employees are required to report their leave requests to the Agency. The Agency is responsible for notifying the relevant MSA line manager and providing an alternative if needed.

Change in Responsibilities and Assignment Extension

Managers must notify the Agency if there are any changes to the workload or responsibilities that an outsourced employee is undertaking. Human Resources must also be notified of any changes.

Responding to Grievance

Grievances may be received from both the agency and outsourced employees. The University has a legal obligation to respond within 21 days of receiving such requests. It is, therefore, essential that any requests be dealt with within this timeframe. Managers must promptly communicate with the MSA University Human Resources office who will advise on an appropriate response to the grievance matter.

Ending an Assignment

Unless notified otherwise, outsourced employees should assume that the end date of their assignment is as they were originally informed by the Agency and stated in agreement. However, should there be a need to end the assignment earlier than planned; managers should abide by the terms and conditions originally agreed with the Agency to confirm the notice period.

In most cases, managers will be required to provide at least a one-week notice to the Agency and outsourced employee. Managers must notify the Agency that the outsourced employee is no longer required. Human Resources must also be notified of the change.

Monitoring of Outsourced Employees

MSA University must provide information to labour office about the employment situation at the University including the total number of outsourced employees hired, and the areas and roles in which they are utilized.

Managers should ensure that effective monitoring processes are applied to ensure full compliance with the regulations and this policy, and provide reports on the usage of outsourced employees to Human Resources, on a regular basis.

ROLES AND RESPONSIBILITIES

Line Manager

Every line manager is responsible for:

- Submitting the request for an agency worker to Human Resources as soon as a potential need is identified.
- Ensuring that there are effective monitoring processes to ensure full compliance with this policy and provide regular reports on the usage of agency workers to Human Resources.
- Ensuring that agency workers receive an induction on their first day and that regular meetings are conducted to clarify expectations and/or to provide support to the agency worker.
- Ensuring that any performance issues and/or changes in the work or responsibilities that an agency worker is undertaking are reported to the Agency and Human Resources.
- Ensuring that any written requests for information from either an Agency or an agency worker are discussed promptly with Human Resources.

Human Resources

The University Human Resources office is mainly responsible for:

- Administering the policy and related employment matters.
- Providing advice and guidance to line managers who identify a need to hire an agency worker.
- Ensuring requests for agency workers are not processed unless in accordance with this policy.
- Dealing with grievances received from either an Agency or agency workers.

The Agency

The University Human Resources office is mainly responsible for:

- Pay and benefits for their staff as the Agency is the employer of the Agency Worker.
- Ensuring that their staff are treated fairly and in compliance with Egyptian law, working in partnership with MSA University.
- Ensuring that all Agency Workers are eligible to work in Egypt and can fulfill the responsibilities they are assigned for.
- Workers' backgrounds checks if applicable.