MARICE RECRUITMENT AGENCY LTD
EMPOWERING CARE, SUPPORTING OPERATIONS, ENSURING EXCELLENCE.

Contractual Fee Structure Policy

Policy Control Information

Item	Details
Policy Title	Contractual Fee Structure Policy
Policy Reference	MRA-POL-016
Policy Owner	MRA Ltd
Responsible Director	Managing Director
Version	0.2
Approved By	Managing Director
Issue Date	25/11/2026
Review Date	Annually, and after any change in the law, a serious incident or an audit finding

1. Policy Statement

Marice Recruitment Agency Ltd ("the company") charges for its services openly, fairly and lawfully. There are no hidden charges, and workers never pay to find work.

This policy is based on:

- Employment Agencies Act 1973
- Conduct of Employment Agencies and Employment Businesses Regulations 2003
- Agency Workers Regulations 2010
- National Minimum Wage Act 1998
- Consumer Rights Act 2015 (for private individual clients)
- Bribery Act 2010
- Modern Slavery Act 2015

2. Purpose

To make sure the company's fees, margins and charges are agreed in writing, clearly explained and applied consistently across all contracts.

3. Scope

This policy applies to all client terms of business in Healthcare Staffing, Warehouse, Logistics and Cleaning Services, contracts with private individual clients, worker terms of engagement and supplier agreements.

4. Principles of Fee Transparency

The company commits to:

- Agreeing terms of business with every client in writing before any worker is supplied or introduced, as the Conduct Regulations 2003 require
- Showing clearly how each charge is made up
- Making sure workers' pay always meets National Minimum Wage and National Living Wage rules
- Making no deductions from pay that are not required by law or agreed in writing in advance and lawful

All fee structures are approved by the Managing Director before they are offered to clients.

5. Fees for Temporary Staffing

For temporary workers, the client pays an hourly charge rate agreed in the terms of business. The charge rate covers:

- The worker's pay rate
- Employer National Insurance, holiday pay, pension contributions and any Apprenticeship Levy
- The company's margin

Different rates for nights, weekends, bank holidays and short-notice shifts are set out in the terms of business. Changes to rates need written notice, as set out in the client's terms. Where a worker becomes entitled to equal treatment after 12 weeks under the Agency Workers Regulations 2010, any resulting change to the charge rate is explained to the client in writing.

6. Fees for Permanent Placements

For permanent placements, the client pays an introduction fee, usually a percentage of the candidate's first-year basic salary. The percentage, when it is payable, and any rebate if the person leaves early are set out in the client's terms of business.

7. Temporary-to-Permanent Transfer Fees

If a client wants to take on a temporary worker directly, a transfer fee may be payable. In line with regulation 10 of the Conduct Regulations 2003, the terms of business must set out the fee, and must offer the client the option of an extended period of hire instead of paying the fee.

8. Private Individual Clients

Where the company supplies or introduces workers such as Live-In Carers or Housekeepers to private individuals, all fees are explained before the service starts, a written agreement is issued, and any change needs written notice and the client's agreement.

9. Financial Safeguarding

- Workers must not enter into any personal financial arrangement with the people they support
- All payments are made only through the company's official business bank account
- Invoices and payments are checked against timesheets and the agreed rates
- Financial records are audited regularly

10. No Fees for Workers

The company does not charge workers or candidates any fee for finding them work, does not keep their passports or identity documents, and does not use any form of bonded labour.

11. Governance and Oversight

The Managing Director has overall accountability and approves all fee structures. The Finance and Payroll Manager ensures this policy, keeps contract and rate records, and reviews invoicing and margins every quarter.

12. Review

This policy is reviewed every year, and after any contract dispute, audit finding or change in the law.