



**Florida Association of Personnel Services  
Mission & Standards of Ethical Practices**

***Mission Statement***

It is the mission of FAPS to promote the professional growth and positive image of staffing and personnel services by:

- Providing ongoing training and networking opportunities;
- Supporting standards and ethical practices;
- Creating awareness of legislative issues;
- Acting as a unified voice; and,
- Continuing to add value to its members.

This will ensure the industry's positive impact on individuals, businesses, and the economy as a whole.

***Standards of Ethical Practices***

As followed by Members of the Florida Association of Personnel Services.

**Relationship Between Personnel Consultants & Candidates**

1. Candidates shall be referred to employer/clients for interviews only on job openings for which at least verbal authority has been given by the candidate and employer/client.
2. Representations made to candidates about the duties, probable length of employment, hours, and salary of prospective positions shall be in conformance with the best knowledge of the recruiter.
3. Precaution shall be taken against referring any applicant to employers who are known to engage in illegal, immoral, or any questionable business practices which might jeopardize the safety of the candidate.
4. Information about a candidate will be used only for the purpose of finding employment for that candidate. Confidential information shall be treated accordingly.
5. A candidate shall be aware of any changes, if any, before being permitted to incur any obligation for services rendered. Any monetary obligations shall be fully disclosed in a written agreement, a copy of which shall be provided to the candidate and shall set forth any circumstances in which a candidate must pay for services.
6. No candidate shall be referred to any employer where a strike or lockout exists or is impending (according to the best knowledge of the personnel consultant) without being notified of such conditions.

**Relationship Between Personnel Consultants & Employers/Clients**

1. A candidate's employment record, qualifications and salary requirements shall be stated to the employer/client as accurately and fully as possible. The Personnel Consultant shall advise clients if the consultant disclaims liability for the accuracy of any information it transmits to the client.

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2. A candidate shall be referred to the employer/client for an interview only with prior authorization of the employer/client, which may be given verbally.
3. Confidential information relating to the business policy of employers/clients, which is imparted as an aid to the effective handling of their job requirements, shall be treated accordingly.
4. Candidates shall not be solicited for other positions while they are in the employ of the company with whom they have been placed by the firm in question unless the employer/client approves the solicitation.
5. Direct mail, bulletins and resumes of candidates that are presented to employers/clients shall represent bona fide candidates.
6. In the absence of an agreement to the contrary, candidates will not be directly solicited from a client company within one year of the most recent placement with the same client at the same location.

### **Relationship Between Personnel Service Firms, Clients, Candidates, Employees & Each Other**

1. Anyone who has a complaint about a personnel service firm should be directed to file a complaint with the FAPS President or NAPS headquarters in Alexandria, VA. The firm receiving the complaint should not become involved.
2. The Association provides adequate means for assuring adherence by members to its Standards of Ethical Practices. To further the effectiveness of these procedures, each member shall be responsible for bringing to the attention of the FAPS President any violations of these standards. The President shall process any such complaint in accordance with its usual procedure, and, where the facts warrant it, the President and/or Board of Directors shall bring the matter to the attention of the appropriate government authority for its action.
3. A member shall not in the course of advertising, public relations efforts, or any other activity engage in untrue, unfair or misleading criticism of any other recruiting / personnel service firm.
4. All personnel service firms shall commit to ensure that the workplace is free from discrimination based upon race, color, religion, sex, national origin, age, non-job-related disability, marital status, veteran's status, or membership in any other protected class. Members of the Association shall not knowingly violate any law prohibiting discrimination upon the basis of race, color, religion, sex, national origin, age, non-job-related disability, or marital status.
5. Personnel service firms that enter into cooperative placement relationships with other placement firms shall comply in all respects with the terms of their agreement. Disputes between member firms arising out of cooperative placements shall be resolved by final and binding arbitration before the Association, in accordance with the NAPS Rules for Final and Binding Arbitration then in effect. Each party to the arbitration shall comply in full with the decision of the arbitrators.

### **Relationship Between Temporary Services & Temporary Employees**

1. Employees shall be referred to client companies for work only on assignments for which the client company's representative has given a written or verbal job assignment.

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2. Representations to employees about the duties, probable length, hours, salary, bonus, overtime and working conditions of temporary assignments shall be in conformance with the best knowledge of the service.
3. Precautions shall be taken against referring temporary employees to any client who is known to engage in illegal, immoral or any questionable business practices which might jeopardize the safety of the temporary employee.
4. Information about temporary employees shall be used only for the purpose of assigning the employee for temporary work. Confidential information shall be treated accordingly.
5. A temporary employee shall be aware of charges, if any, before being permitted to incur any obligation to the temporary service.
6. No temporary employee shall be referred to any client where a strike or lockout exists (according to the best knowledge of the temporary service firm) without being notified of such condition.
7. Employer financial and legal responsibilities to temporary employees shall be met in a timely manner.
8. Temporary services shall not tolerate harassment of their temporary employees based upon an employee's race, color, religion, sex, national origin, age, disability, marital status, veteran's status, or membership in any other protected class, whether the harassment is by coworkers, employees of clients or third parties. No retaliation shall be taken against any temporary employee who makes a complaint based upon a reasonable belief that any such harassment has occurred. When a temporary employee complains about any such harassment, the temporary service shall promptly investigate the complaint and take all reasonable steps to protect the employee from further harassment.

**Relationship Between Temporary Services & Clients**

1. A temporary employee's experience and qualifications shall be stated as accurately and fully as possible to the extent requested.
2. A temporary employee shall be referred to the client for work assignment only with the prior verbal or written authorization of the client unless other specific arrangements have been made.
3. Confidential information relating to the business policy of the client, which is imparted as an aid to the effective fulfillment of the job requirements, shall be treated accordingly.
4. Communications, written or verbal, with clients regarding temporary workers shall represent bona fide temporary employees and their qualifications.
5. A temporary service firm shall not induce a client company to breach any terms of any contract it might have with another temporary service. A temporary service firm shall not induce an employee or prospective employee to breach any terms of any contracts he or she might have with another temporary service.

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**Advertising**

1. Positions listed by personnel service firms in the newspaper or other media shall be factual and refer to bona fide openings available at the time that copy is given to these publications.
2. All advertising promotion or announcements regarding certification must conform to the standards and format of the NAPS Certification Program.
3. Temporary assignments listed in newspapers or other media shall be representative of the types of openings actually available through the temporary service.

**Fees**

1. No candidate shall be obligated for a placement fee until an offer and acceptance has been made between employer and candidate.
2. Adjustments and refunds of candidate or client fees shall be made promptly, in accordance with the highest ethical standards.
3. No client or employee shall incur a charge unless they have been made aware of that charge before it is incurred.

**General**

Members shall cooperate with, and permit at any time, complete and thorough investigation of an alleged violation of ethics or standards that tends to reflect on the business practices of the individual service and the Association, by the elected officers or duly appointed committee of the Florida Association of Personnel Services and shall abide by decisions of the investigative committee.

**Disclaimer**

These standards of ethical practice are in no way to supersede or replace the requirements of local ordinances or state and federal laws.