



## **Recruitment Procedure**

**Company Policy No:** 23  
**Company:** Direct Healthcare 24 Ltd  
**Issue No:** 10  
**Revision Date:** April 2026  
**Review Date:** April 2027

## **Recruitment Procedure**

The following details our approach to each stage of the recruitment process:

### **Resources**

Our company intranet provides all our staff with 24/7 access to our systems and each user's personal desktop from anywhere in the country via Citrix thin-client technology. It gives direct access to our recruitment database, ADAPT, as well as all our client, vacancy and temporary booking information. All our branches work on the same data on the same system and communicate in real time.

Our database currently contains a total of almost 200,000 candidate records. Over 40,000 of these are 'live'. Our Payroll department handles approximately 2,000 temporary operatives each week. The database provides us with the ability to generate reports on any activity that is part of the recruitment process.

Our candidates come from a number of sources including the [www.dh24.co.uk](http://www.dh24.co.uk) website, various other dedicated recruitment websites, local media advertising and recommendation.

We also work on a number of initiatives with Jobcentre Plus and a number of government sponsored agencies, and where appropriate, hold open days/evenings and exhibit at recruitment fairs.

### **Pre – Selection Process**

#### **Face-to-Face Interview**

An interview is arranged at a time and venue that suits the candidate. Often this will be at one of our offices, but often interviews take place on client premises – especially where there is a specific induction procedure or the client wishes to take part in the pre-selection process.

The interview involves an in-depth discussion regarding their career to date, aspirations for the future and any suitable opportunities we have available. Identification checks are made, i.e. passport and Proof of Right to Work in the UK and National Insurance details. Any CV details are checked – including qualifications and dates – ensuring that the applicant's entire work history is reviewed from past and current projects and companies they have worked.

#### **Documentation**

All new applicants are required to complete a comprehensive application form – detailing career requirements, personal details, qualifications, career history and occupational health questionnaire.

In addition to this, we ensure the following criteria are met:

- Copy of CV and referees from two most recent employers
- Copies of all relevant qualifications and certificates
- Proof of nationality and home address
- Proof that the operative is eligible to work within the UK
- Proof of NI number
- Proof of MOD clearance, where required

We often incorporate client-specific documentation, such as Application Forms, Assessment Questionnaires and Induction Packs.

### **References**

A minimum of two references from previous employers will be taken, wherever possible.

### **Communication**

When interviewing a candidate, we ask for examples of the type of work they have undertaken, what percentage of their day was spent on a particular task and how confident they would feel in a similar role. All interviews are held in English and we also use this as a way of assessing communication skills.

Due to Health & Safety considerations, it is a requirement that all our staff working in the UK are fluent in the English language.

### **Immigration Policy**

Direct Healthcare 24 pride themselves on their industry leading immigration policy. Stringent checks are made to ensure all labour is eligible to work within the United Kingdom. We welcome any client inspection.

### **Equal Opportunities & Diversity**

Direct Healthcare 24 is an equal opportunities employer, committed to providing services to our many different communities, by contracting a workforce that reflects the diversity of society and promotes our Equal Opportunities Policy.

### **Security Vetting**

As we often deal with positions in schools and other sensitive environments, Direct Healthcare 24 Ltd use the Criminal Records Bureau as a matter of course in a number of our businesses to confirm identity and check finance, health and criminal records, plus disclose any restrictions from working with children or vulnerable adults. Where the position deems it necessary, we can use the same service as part of our pre-selection process.

### **Ordering & Selection**

Our selection process begins at the point whereby we receive a Job Order from a client. Time and due diligence is spent to fully understand the requirements of each and every client as we recognise that every order by its very nature can be different.

- We seek to establish the following key criteria:
- Duration of each individual contract
- Exact nature of assignment to be carried out
- Any relevant issues regarding Health & Safety, working at heights, do
- Operatives need CSCS cards, etc
- Who our temps should report to on their first morning, where to report to, and at what time – PLEASE NOTE, where possible, we endeavour to ensure that a Direct Healthcare Representative is on site at 08:00 on the first day of an assignment.
- How the client would like us to organise timesheet procedure
- Who our invoices should be sent to – either site or Head Office

Each Direct Healthcare 24 office has its own dedicated Resourcing team, whose sole responsibility is to interview and select the very best Operatives available within the market place.

This task is carried out using the following standardised procedure:

- Contacting existing Direct Healthcare Operatives to ascertain their availability and also to obtain network referrals
- Contacting other Direct Healthcare Offices for leads of existing Operatives
- Networking our live database of over 30,000 Operatives
- Seeking recommendations from existing Operatives and clients
- Assess responses to our Web Page, which currently receives on average 100 hits per day from personnel looking for work
- We are also active advertisers in both local and national press, plus trade publications such as Construction News.

Once a suitable candidate has been identified, they are then given a detailed Job Description and a start date to commence on site.