Company Name:	Tiger Resourcing Group Ltd("the Company")
Policy Name:	Information to be provided to comply with the Provision of Services Regulations 2009
Date:	March 2021
Version:	2.0

The Provision of Services Regulations 2009 (the "Regulations") implement the Services Directive (Directive 2006/123/EC) in the UK. The Regulations came into effect on 28 December 2009.

The Regulations require the Company to make available certain information to service recipients i.e. work-seekers and our clients. We must give you some of this information before we enter into a contract, we must supply other information if you request it.

We will make this information available as follows:

- at the place where we provide our services or enter into a contract with you; and
- on our website www.tigerrsgroup.com

Contents:

1. Service Provider Information
2. Registration/ authorisation details
3. Terms and Conditions of Business
4. After-sales guarantee or refunds
5. Professional liability insurance
6. Code of Conduct

1. Service provider information

Tiger Resourcing Group Ltd is a Limited company registered in the United Kingdom .
Regd.No.: 13019007 . VAT No 790 9076 94
The Registered address is Foundation House, Coach & Horses Passage, Tunbridge Wells, Kent. UK TN2 5NP. +44(0)1892 577040

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2. Registration/ authorisation details

A. **Tiger Resourcing Group Ltd** is listed on the following trade or other similar public register:

- Recruitment and Employment Confederation, Corporate Membership no. 00059737
- ICO No Z7286557 DUNs No. 423718464

B. **Tiger Resourcing Solutions Ltd** is subject to authorisation/ licensing by the following authority(ies):

- Employment Agency Standards Inspectorate - http://www.bis.gov.uk/policies/employment-matters/eas

3. Terms and Conditions of Business

Tiger Resourcing Solutions Ltd provides work-finding services to hirers and work-seekers. We are prohibited from charging work-seekers for those work-finding services. The charges or the method of calculating the charges payable by hirers are set out in our Terms of Business.

The terms on which we contract with hirers and work-seekers are set out in our Terms of Business. Our terms are subject to English law and to the jurisdiction of the English courts.

4. After-sales guarantee or refunds

We offer refunds to hirers in certain limited circumstances the details of which are set out in our Terms of Business.

5. Professional liability insurance

We are required to hold professional liability insurance details of which are available on request.

6. Code of Conduct

As a member of the Recruitment and Employment Confederation (REC), we are subject to the REC's Code of Professional Practice which is available here www.rec.uk.com/membership/compliance. The Code is available in English only.

The REC Code of Professional Practice does not offer a non-judicial dispute resolution procedure. It does offer a procedure whereby clients or individuals who have used the services of an REC member

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can complain about breaches of that Code of Professional Practice by that member.

The REC accepts complaints and queries in regards to the standards of best practice of its corporate members. It is a condition of REC membership that we have in place a Complaints Procedure to deal with complaints. Therefore, before referring a complaint to the REC, we would encourage you to use our Complaints Procedure, a copy of which is available on request.

The REC Professional Standards Team are not able to:-

- investigate the conduct of an agency that is not a member of the REC
- offer legal advice
- intervene to decide disputes of a legal nature, or contractual or commercial disputes, or those driven by competition
- decide disputes between members and their employees or employers,
- instigate a formal complaints procedure whilst any legal, tribunal or court action is ongoing or unresolved.
- suspend or expel a member (this decision can only be made by the Professional Standards Committee)
- make an agency apologise.

Please note: the REC complaints procedure does not deal with compensation in any respect.

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