

## Employment Agency Business

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Employment agency businesses help employers find suitable employees to hire. They may also help someone write a resume and improve interview skills. They connect employers with individuals who are job searching but they are not the employer.

### What is the difference between a temporary help agency and an employment agency business?

Temporary help agencies assign their employees to their client's worksite for temporary work. A temporary help employee might work with the agency's client for a couple of days or many months depending on the client's needs. The temporary help agency is the employer and must ensure all wages are paid properly.

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### Who needs a licence to operate an employment agency business?

As of November 8, 2018, employment agency businesses no longer require a licence to operate.

### Can an employment agency business charge fees to people looking for work?

A fee cannot be charged, directly or indirectly:

- to a person looking for work or seeking information about employment opportunities, or
- by an agency for providing information to job seekers about employment opportunities, or finding or attempting to find them work

An employment agency may charge a fee for other services such as resume writing or interview skills classes. However, the job seeker cannot be required to pay for these types of services as a condition of the agency working on their behalf.

## **How are employees protected from being charged fees?**

Employment Standards conducts inspections and investigations to ensure fees are not being charged to employees.

If an employee has been charged a fee, the agency will be ordered to repay the fee. Directors and officers of a corporation will also be subject to a \$25,000 fine.

## **Do employment agency businesses have to keep specific records?**

Employment agency businesses are required to keep the following records:

- complete and accurate financial records of its operations in Manitoba, and maintain them for at least three years
- a list of each business for whom the agency tried to find employees
- a list of each individual for whom the agency tried to find employment
- a listing of any fee paid or payable by each person seeking employment or employees
- a copy of each agreement the agency entered into to find employees for an employer or employment for an individual

## **For more information contact Employment Standards:**

Phone: 204-945-3352 or toll free in Canada 1-800-821-4307

Fax: 204-948-3046

Website: [www.manitoba.ca/labour/standards](http://www.manitoba.ca/labour/standards)

This is a general overview and the information used is subject to change. For detailed information, please refer to current legislation including The Employment Standards Code, The Construction Industry Wages Act, The Worker Recruitment and Protection Act, or contact Employment Standards.

**Available in alternate formats  
upon request.**

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