LAVA – ACCOMPANYING GUIDANCE

The Accompanying Guidance provides suggested examples and evidence to support self-assessment against the Labour Agency Vendor Accord LAVA Bronze, Silver, and Gold levels.

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1. Introduction

The LAVA provides a voluntary framework for organisations seeking to advance safe, fair, and ethical labour practices across projects and supply chains. By adopting LAVA, organisations demonstrate a commitment to social value, workers' rights, workforce wellbeing, diversity, and skills development, beyond regulatory compliance.

Social Benefits Include:

- Promotion of ethical recruitment and fair pay practices.
- Improved workers' wellbeing, retention, and career progression.
- Enhanced local employment and apprenticeship opportunities.
- Increased workforce inclusion and diversity.
- Strengthened stakeholder trust and transparency.

2. Caveats & Purpose

- LAVA is a self-assessed voluntary standard.
- Evidence is illustrative, not exhaustive.
- Organisations may maintain evidence in digital or physical formats.
- Evidence should support continuous improvement, transparency, and credibility of claims.

3. General

Criterion	BRONZE	SILVER	GOLD
General Engagement/ Named Lead	Evidence may include documentation of the named lead and basic engagement plan with the project RPM.	Evidence may include records showing extended engagement overseeing retention, upskilling, and shared apprenticeship arrangements.	Evidence may include documentation of proactive engagement with subcontractors and partners, regional training initiatives, and case studies showing workforce development outcomes.
Job Specifications & Recruitment	Evidence may include copies of job postings or recruitment templates, documented selection criteria or shortlisting records, payroll records, and employment contracts or engagement agreements.	Evidence may include written recruitment procedures agreed with the RPM and tracking systems demonstrating equitable candidate deployment.	Evidence may include reports showing prioritisation of local and underrepresented candidates, annual apprenticeship completion data, and case studies of training-to-employment initiatives.
Administration/ Payroll	Evidence may include communications to workers explaining any fees or deductions, payroll policies confirming fixed deductions, and		

	payslips in accessible formats.		
Due Diligence	Evidence may include candidate contact and interview records, brief reasons for non-selection, and basic labour supply chain register identifying primary agencies and subcontractors.	Evidence may include labour supply chain maps showing all declared sub-agencies or intermediaries, spot check records, and documentation showing review of accommodation, transport, or translation arrangements.	Evidence may include independent ethical-recruitment audit reports, records showing adoption of recognised ethical recruitment standards, and documentation of remediation processes and outcomes where issues were identified.

4. Candidate Reporting

Criterion	BRONZE	SILVER	GOLD
Feedback & Offers	Evidence may include email templates, weekly feedback logs, or candidate contact confirmations.	Evidence may include onboarding checklists or offer letters confirming pay, hours, and employment status, multilingual induction materials where relevant, and workers' declarations confirming no recruitment fees.	Evidence may include monthly impact reports showing retention, diversity, training outcomes, career progression, or certification records, and social value/ROI reporting to boroughs or clients.
Reporting Templates	Evidence may include submission of standardised RPM	Evidence may include reports covering new/existing hires and compliance checks,	Evidence may include monthly impact reports tracking retention, wellbeing,

	reporting templates.	including GDPR documentation (privacy notices, consent records, data-handling policies).	skills certification, and career progression.

5. Non-Compliance Framework

Criterion	BRONZE	SILVER	GOLD
Auditing	Evidence may include audit reports covering right-to-work checks, contracts/assignments, payroll records, and timesheets.	Evidence may include expanded ethical recruitment audit reports, verification of the Employer Pays Principle, and records of remediation actions.	Evidence may include escalation protocols, corrective action plans, follow-up reports, records of suspensions/removals/re-entry, and senior-level review logs of non-compliance cases.
Monitoring & Escalation	Evidence may include: an annual (or minimum) audit schedule; sample induction and site access records; documentation of early intervention processes following audit findings.	Evidence may include: expanded audit logs including workforce development records; documentation of corrective actions taken to address issues identified in audits; tracking of repeated non-compliance events.	Evidence may include: escalation flowcharts or procedures; records of training or support provided before removal decisions; logs of removals and any subsequent re-entry processes; senior-level review notes on non-compliance cases.

6. Subcontractor Reporting

Criterion	BRONZE	SILVER	GOLD
Submission & Metrics	Evidence may include submission schedules and monitoring templates.		

7. Standards & Commitments

Criterion	BRONZE	SILVER	GOLD
Modern Slavery	Evidence may include: internal risk screening records for tier 1 subcontractors/agents; basic risk register entries; minutes from risk review meetings.	Evidence may include: mapping of tier 2 subcontractors/suppliers; documented mitigation actions; training attendance records for staff responsible for recruitment or management.	Evidence may include: full supply chain mapping; supplier audit records and corrective actions; case studies showing worker and supplier awareness campaigns.
Zero-Hours Contracts	Evidence may include: sample contracts reflecting fair ZHC guidance; policy documents prohibiting permanent on-call requirements; certification templates	Evidence may include: monthly certification of adherence from subcontractors/agents; records of dispute resolution; communications to workers explaining	Evidence may include: audit reports showing compliance across projects; impact assessments demonstrating improved worker stability; case studies highlighting

	for subcontractors/agents.	rights.	positive worker outcomes.
Decent Work	Evidence may include: payroll records showing payment of London/Real Living Wage; contracts prohibiting sham self-employment; due diligence on bank details.	Evidence may include: records of Employer Pays Principle sign-up; Responsible Recruitment Register enrolment; manager training on fair pay and employment practices; Living Wage Foundation accreditation; comparative wage analysis across projects; case studies demonstrating benefits to workers.	
Workers' Voice	Evidence may include documentation of workers' rights, union access, grievance mechanisms, introductory packs, and anonymous feedback channels.	Evidence may include records of surveys/focus groups, documentation of issues raised/resolved, and union access/participation reports.	Evidence may include minutes of board or steering group meetings showing worker or union participation, formal agreements with trade unions, and terms of reference for worker representatives.
Skills & Developme nt	Evidence may include: role-based skills maps highlighting foundational learning opportunities; participation attendance logs; records showing access to introductory	Evidence may include: development plans, CPD records, mentorship or career advisory documentation; records showing how support was provided to plan	Evidence may include: tailored development pathways linking apprenticeships and upskilling to career stages; certification or qualification records;

	green skills training.	ongoing growth; training completion logs, including alignment with emerging green transition priorities.	case studies demonstrating career progression, alignment with the green transition, and preparation for emerging opportunities.
Health & Wellbeing	Evidence may include: toolbox talk schedules or minutes; anonymised workforce surveys; documentation of improvements based on survey feedback.	Evidence may include: ongoing tracking of wellbeing metrics and trends; reports of interventions; evidence of communication to the workforce.	Evidence may include: longitudinal wellbeing data showing improvements; metrics integrated into public health initiatives; case studies demonstrating positive impact.
Executive Sign-Off	Evidence may include: signed Accord at executive level; records of signatories and date of execution.		

8. Signatories

Evidence may include signed and dated copies of the Accord by subcontractor representatives, labour agency directors, and project directors, records of electronic approvals or scanned signatures, and confirmation of distribution to key stakeholders.