

# EXTERNAL KNOW HOW? ABSOLUTELY!

When drawing upon the skills of external specialists, companies must nowadays ensure they are well protected, as strict regulations apply. Nevertheless, the demand for external specialists remains extremely high. Mark Frost explains in a brief interview how, through the use of consistent Compliant Sourcing, businesses can avoid pitfalls.



**Mark Frost**

Managing Director  
Hays Österreich GmbH

## **Mr Frost, why is it so important that the use of external talent and, above all, the compliant use of external talent be widely discussed?**

In Austria we are confronted with a shortage of skilled workers. At the same time, the business and working world is changing dynamically, and issues such as digitalisation, the cloud and big data require new types of expertise. Against this background – and also in view of the increasing pressure on companies to remain competitive – the question is really whether permanent employment alone can cover the detailed knowledge we need. Many companies have to bring qualified, independent experts into the company from outside on a project-by-project basis, but their knowledge of the legal framework involved is limited or almost non-existent, and managers are therefore hesitant to choose this form of flexibility. For this reason, a functioning

compliance structure must become a part of daily business for modern companies, because compliance violations not only result in legal sanctions, they invariably also mean a loss of prestige.

## **How are companies reacting to this?**

Many companies rely on competent service providers for implementing and realising their compliance structures. Too many companies fail to think much about this until a violation occurs or someone is addressing the topic of compliance internally, and then the ensuing rush often produces a poor or even incorrect solution. There are many compliance issues to consider, especially when it comes to external deployments, when experienced and competent partners must be found. Our customers can depend on us to provide them with the right answers: Using our specially developed Compliant Sourcing

consulting concept, we are just the partner our customers need. And our competence team is always happy to advise our customers on any questions they may have.

## **Which special compliance requirements do external specialists have to meet in Austria?**

Since Austria is a small country compared to Germany, it is often unavoidable that we bring the necessary know-how to Austria from abroad (EU or EEA). This cross-border provision of services raises special questions regarding social security law (e.g. the “A1 form”), but also as regards tax and trade legislation, with which we are familiar because we deal extensively with it. It is important that our customers understand what their needs really are and choose the right contract forms accordingly. Without competent advice, the wrong choice can lead to considerable difficulties. For example, we have our own department that deals exclusively with the legally compliant processing of our projects, and that makes us a pioneer in the market.

**As the lead for Compliant Sourcing Austria, I am particularly looking forward to many exciting enquiries and a lively exchange of thoughts and ideas on this topic!**

**Beatrix Fartek**  
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