



PEOPLE CONNECTORS

SUCCEEDING THROUGH PARTNERSHIP

Corporate Social Responsibility (CSR) Policy

Overview

We acknowledge that running our business has an effect on society and that Corporate Social Responsibility (CSR) matters are of increasing importance to the World as a whole. In particular, we have a responsibility to our clients, our employees, candidates and contractors as well as the broader community in which we operate.

We are committed to taking responsibility for our actions and encourage a positive contribution towards improving standards for our clients and employees, candidates and contractors, minimising our impact on the environment and improving the quality of community life.

By putting CSR into practice, we are committed, wherever possible, to:

- Conducting ourselves responsibly and in an ethical manner
- Creating a positive and supportive working environment
- Supporting communities and charities
- Improving service levels to clients and candidates
- Acting fairly in our dealings with our suppliers and other third parties we work with
- Minimising the impact on our environment.

Communication

We communicate this policy to our staff, clients and other stakeholders by means of our website, in person and correspondence.

We provide our staff with training on our CSR strategy and this policy and seek to raise awareness of any negative impacts of our business and methods to reduce them.

Responsibility and review

All members of staff have a role to play in complying with our CSR objectives and are encouraged to make further suggestions in relation to initiatives we could undertake.

We are fully committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, we encourage all staff members who have serious concerns about any real or perceived departure from the high ethical standard that we set to voice those concerns openly.

We are committed to ensuring our policy remains valuable and effective. As part of our ongoing commitment, this policy is reviewed at least annually to verify its effective operation.

Last Review 6.7.2020



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Our CSR principles

Our conduct

We aim to adopt the highest professional standards and not to act in such a way as to compromise our firm's integrity.

We actively promote respect between our staff members in their dealings with each other and with clients and other third parties.

Our working environment

We recognise that people are the most important resource. We actively seek to offer a positive and healthy working environment and to ensure job satisfaction and development.

We seek to ensure that all staff have access to the training they need both for their own development and to enable them to deliver a high quality service.

We consider all staff members to be equal and we aim to create a working environment which is free of unlawful discrimination. In this regard, we maintain an [Equality and Diversity Policy](#).

Our community

In considering our impact on the community we have resolved to sponsor or otherwise support local charities and community groups.

We will allow members of staff time off work to enable them to carry out work in support of their chosen charity and encourage dialogue with local communities and groups for mutual benefit.

Charities supported and community work undertaken includes MacMillan Cancer Support, The Scout Association, Children in Need, Knowle Girls Football Club, EveryChild Malawi and the British Legion.

Our clients

We are committed to delivering a high level of service to all our clients and work hard with our clients to produce comprehensive and transparent contracts to ensure full legal compliance. We understand that our business exists in a very competitive market and in order to retain our clients we need to deliver a professional, fair, effective and courteous service, whilst intrinsically incorporating all relevant legislative considerations.

Our candidates and contractors

Our aim is to help candidates and contractors find meaningful and suitable roles. By being committed to providing excellent service to our candidates we ensure they have a greater level of success in their search, helping them to improve their skills, career aspirations and quality of life. We ensure excellent service for our contractors from their initial application to supply their services, through on boarding and care throughout their provision of IT services. We work hard with our contractors to maintain comprehensive, fair and transparent contracts and offer invoice payments amongst the fastest in the industry.



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Suppliers

We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings with suppliers and other third parties. Our *Equality and Diversity Policy* can be found in our Office Manual.

We endeavour to enter into clear and fair contracts with our suppliers. We commit to fast settlement of suppliers' invoices.

Environment

We are committed to behaving responsibly and to minimising our impact on the environment. We aim to minimise our impact on the environment by:

- Minimising waste and adopting sensible recycling policies in respect of our paper, packaging and food consumption
- Providing safe and comfortable working conditions
- Encouraging staff to walk or cycle to work
- Encouraging working from home where possible
- Use of low energy lighting and appliances and ensuring that electrical equipment and lights are off when not in use
- Ensuring that heating is turned off when the office is not in use