



## Corporate Social Responsibility Policy

Backline is a leading provider of recruitment services and therefore we have a direct input into the lives of our employees, candidates and clients, as well as our suppliers and the wider community. We have an ongoing and dedicated commitment to acting ethically in all service areas and this ensures a high level of quality is reflected in our social and environmental responsibilities.

### Responsibility to our Employees

#### Benefits

Backline values its employees highly and therefore we offer a variety of benefits to staff:

Structured training programme

Commission structures and bonus scheme

Competitive basic salary and uncapped commission scheme

Employee Share Scheme

Wedding Bonus

Social Clubs and Activities

Company car or car allowance

Positive working environment

Long service awards

#### Communication

We appreciate the importance of effective communication and actively encourage the involvement of our employees in the development of both their careers and Backline as a business.

Reviews - In their reviews every quarter, all employees are encouraged to suggest new ideas and improvements to their working practices and the overall Backline service

Feedback - Consultants are encouraged to give feedback following training courses, in order to ensure that the most effective and appropriate training is carried out

Management Meetings - Every month the Backline management meeting is held with the Manager/Director of each Division in attendance, representing the views of that particular area of Backline. A summary of each meeting is then circulated to all staff

Professional Development - Backline support and encourage the professional development of employees, allocating college time and financing qualifications where appropriate

#### Social Events

To reward employees for their contribution to the company, various events and activities are organised, including:

Summer outing

Christmas Party

End of Quarter parties with food and drink

Golf Society

#### Equal Opportunities

Backline is an Equal Opportunities employer. As such, we aspire to reflect our diversity values in our internal recruitment procedures as well as our work ethics as a recruitment agency. We are committed to a policy of equal opportunities for all.

Backline operates both a Diversity Policy and an Equal Opportunities Policy in accordance with existing, as well as imminent legislation, including but not limited to the Race Relations Act 1976 (as amended), the Sex Discrimination Act 1975 (as amended), and the Disability Discrimination Act 1995 (as amended). Backline treats everyone equally irrespective of sex, sexual orientation, marital status, age, disability, race, colour, religion, ethnic or national origin, membership or non-membership of a trade union, working hours or whether on a fixed term or permanent contract. We ensure that we do not discriminate in all areas of recruitment, promotion, dismissal and redundancy. Moreover, Backline reviews, on an on-going basis, all aspects of recruitment to avoid unlawful or undesirable discrimination or harassment on those grounds.

We also conduct an Equal Opportunities Monitoring exercise for all applicants to join Backline, which remains confidential.

#### Health and Safety

Backline's activities. Our key objectives are to:

Provide proper and adequate control of the Health and Safety risks arising from our work activities.

Consult with our employees on matters affecting their Health and Safety

Provide and maintain safe equipment/plant

Ensure safe handling and use of substances

Provide information, instruction and supervision for employees

Ensure all employees are competent to do their tasks and give them adequate information, instructions and training

Prevent accidents/cases of work related ill health

Maintain safe and healthy working conditions

Monitor and revise our Management System to ensure it remains relevant and appropriate to our activities

All employees have a responsibility to uphold this policy and comply with Health and Safety obligations and this is incorporated into all employee inductions and training.

We provide all employees with Health and Safety equipment where applicable.

We also provide staff with an optional anti-flu virus injection at our premises every autumn.

#### Training

As a member of the REC, all our consultants are REC qualified or are currently undertaking the examinations. This training covers all topics relating to the recruitment process with a general view to complement the Backline specific guidance.

We also provide ongoing training to our consultants to ensure a constant up to date knowledge of best practice in the recruitment industry and all relevant legislation. Training carried out to our consultants within the last 12 months, includes:

EAA Regulations and how these apply to our processes

Candidate Welcome processes

Creating the Buying Experience (conducted by an external training consultant)

Managing People and Performance (conducted by an external training consultant)

Customer Service (conducted by an external training consultant)

#### Responsibility to the Community

Backline realises how important it is to be involved with community projects at a local level and encourages close links between the company and charitable institutions.

Backline maintains a budget that staff can request support for charities and Backline has supported donations to Macmillan, Cerebra and many others. Backline has supported Charity Golf Days at Dartmouth Golf & Country Club and provided support for junior Rugby and Football teams.

#### Responsibility to the Environment

Backline recognises its obligations to the Environment through our services and therefore we are continually striving to improve the impact we have on our surrounding environment.

#### Accreditation

Backline employees are advised of our policy and we are continually developing our processes to improve our impact on the environment. All our waste consumable materials are recycled and our IT systems have been developed to significantly reduce paper waste. Our commitment to reducing the impact on the environment has ensured continual improvement and we are always striving to enhance our environmental contribution.

#### Energy

Backline is aware of the importance of efficient and cost-effective energy design solutions to reduce the overall impact on the environment, both in terms of reducing the consumption of non-renewable fossil fuels and in reducing the quantity of CO2 emissions to the atmosphere. Accordingly Backline reduce our energy usage and associated costs:

All our fridges are A-Rated and therefore emit less CFC's

All air fresheners are Ozone air fresheners and therefore emit less toxins

All computer monitors are flat screen instead of CRT and are therefore more energy efficient

All employees are encouraged to read and contribute to our Energy Saving Board, which identifies how individuals can save energy both in the office and at home

We have lowered the central heating temperature control to provide more energy efficient heating

We have lowered the water temperature control to provide a more energy efficient provision of water

#### Transport

Backline accept that motor vehicles are responsible for significant emissions to the atmosphere and therefore by reducing the use of vehicles and thereby the effects of them, we can benefit the environment and contribute to improving both the health of our staff and the general public.

Backline aims to purchase diesel cars as company cars and the last 5 purchased were diesel-fuelled

We encourage those staff for whom it is possible, to walk or cycle to work

We encourage our staff to use car-sharing schemes to travel to and from the office

We endeavour to ensure the most effective use of Company vehicles by arranging for members of staff to travel in one vehicle where possible, for client and contractor visits

We provide the drivers of Company vehicles with information and instruction in energy efficient driving techniques

#### Waste

To reduce negative environmental impacts, we recognise that it is important to reduce the quantities of materials used in the office and to encourage the reuse and recycling of office materials and the use (where appropriate) of less environmentally damaging materials. Backline will take all appropriate steps to reduce the amount of 'raw material' usage within the office environment.

Backline opt to use timber products manufactured from softwood wherever possible and encourage the use of recycled raw materials where suitable

All toners in printers and copiers are recyclable and an established recycling scheme has been implemented for these products

Electronic communication is favoured over paper copies, thereby reducing the amount of internal paper waste