

## CORPORATE AND SOCIAL RESPONSIBILITY POLICY

### Introduction

Corporate Social Responsibility (CSR) refers to the way in which businesses regulate themselves in order to ensure that all of their activities has a positive effect on society as a whole. Backline Logistics Support Services (**BLSS**) 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.

### Objectives

**BLSS** is committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy. We are committed to the principles of (CSR) not only makes good business sense but also complements our core business strategy including our beliefs, values, and strategic pillars:

- Developing the Best People.
- Winning Good Business.
- Delivering Operational Excellence
- Improving Efficiency With this in mind, **BLSS** therefore aims to.
- Integrate our CSR considerations into all our business decisions.
- Comply with, and exceed where practicable, all applicable legislation, regulations, and codes of practice.
- Minimise the impact and maximise the benefits that our work has on the environment and people around us.
- Continually strive to improve our CSR performance by delivering gradual but continuous improvements every year, evolving our approach as we learn lessons along the way.

### Scope

This policy applies to all employees of **BLSS** (the Company). The policy is not contractual, does not form part of any employee's contract of employment and may be amended at any time by the Company.

### Responsibility to our Employees

**BLSS** recognises that our employees, are our greatest asset and at the heart of our abilities to continuously provide excellent service to our temporary workers and clients. Our aim is therefore to provide a happy, engaging and satisfying work environment to enable employees to feel motivated and productive throughout their employment. There are several different ways we work to deliver this. Therefore, we offer a variety of benefits to staff.



- Structured training programme with ongoing 6 monthly structured reviews.
- Competitive basic salary and commission structures and bonus scheme.
- Office lunch to celebrate any success, Pensions, Life insurance, medical care are free benefits we offer our staff.

## **BLSS will**

- Operate and promote an equality and diversity policy for all employees to ensure that all employees of whatever nationality, colour, race or religious belief are treated with respect and without sexual, physical or mental harassment.
- Promote and welcome applications for employment from disabled persons where a handicapped or disabled person can fulfil the requirements of the role. Making reasonable adjustments and supporting the employee and providing the necessary training or adjustments to allow continuing and effective employment and career development.
- Embed and promote a culture of training and development to support all employees to be the best they can be to achieve their goals and career progression.
- Offer our employees clear and fair terms of employment making all company policies accessible to all employees, via our website.
- Maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement via Regional Operational Review Meetings and clear channels of communication.
- Provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy.
- Ensure workplace issues are dealt with thoroughly and effectively in line with the company Grievance procedure.

## **Our clients**

**BLSS** Recognises that our clients are at the heart of our business, and we must truly understand their needs. The Company seeks to ensure that it deals responsibly, openly, and fairly with existing and potential clients to deliver operational excellence and be the best agency of choice for the supply of temporary workers by:

- Engaging closely with clients and the Recruitment & Employment Confederation (REC) to drive standards and continuously develop our understanding and application of best practice.
- Being open and honest about our products and services, acting with integrity, transparency, and respect.
- Operate extensive and continuous employee training and development to ensure our people are the best they can be, and the service they provide is the best in our market.



- Operating and embed a comprehensive complaints procedure to resolve customer complaints in accordance with our standards of service – ensuring that if something goes wrong, we will acknowledge the problem and deal with it.
- We will listen to our clients so that this can help us improve the products and services we offer to them.
- Continuously measure our customer net promoter score to ensure we benchmark and evaluate what we do to constantly improve our competitive edge in the marketplace.
- Investing in and maintaining highly qualified centralised support services to ensure effective and efficient advice can be always provided to clients.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices.
- Prioritise clear and effective communication channels with all customers.
- Ensuring that all our advertising and documentation about the business and its activities are clear, informative, legal, decent, honest and truthful.

## Our Temporary Workers

**BLSS** recognises that without our temporary workers we have no business. Over the years ‘the workforce’ and our temporary worker network has continued to develop, constantly changing but with a continued appetite to explore and make use of more flexible types of working. The Company recognising that a ‘one size fits all’ approach does not work for everyone and aims to provide high quality flexible working solutions to meet the needs of all our temporary workers to the best of our ability. We are committed to doing this by:

- Treating our temporary workers with integrity, transparency, and respect.
- Operate extensive and continuous employee training and development to ensure all employees have the skills and tools to provide excellent customer service to our temporary workers.
- Operate extensive annual Modern Slavery to ensure all employees have the correct skills to identify and act to protect the safety of our temporary workers.
- We shall maintain a clear and fair remuneration policy with a stringent commitment to paying the correct pay, at the correct time to all temporary workers.
- Operating and embedding a comprehensive complaints procedure to resolve temporary workers complaints as soon as possible to the best of our ability - ensuring payment queries are dealt with as an absolute priority.
- Maintaining forums for temporary worker feedback and engagement by prioritizing two-way communication, via social media, email, standardised feedback surveys and proactive monitoring of reviews provided online.
- Promoting employment and assignments amongst temporary workers with little or no work experience.
- Ensuring our clients provide, and strive to maintain, a clean, healthy and safe working environment in line with Health and Safety legislation.



- Ensuring all clients work in line with our moral and ethical workplace standards, winning good business to provide good quality assignments and work opportunities for our temporary workers.
- Maintaining a zero-tolerance approach to forced labour, or labour which involves physical, verbal or psychological harassment, or intimidation of any kind.
- Promoting and prioritising temporary worker welfare and wellbeing.

## Our Local Community

**BLSS** recognise that we play an important role in our local community, and we aim to make the communities in which we operate better places. We encourage and empower our employees to get involved with their local communities and use their skills and where possible the Company's resources to help create a mutual benefit. We aim to do this by implementing the following initiatives.

## Supporting Local Employment

In line with the Company's Equality and Diversity Policy, **BLSS** will seek to recruit and support employees and workers from the local population and communities by maximising opportunity for employment amongst the local population. The Company will focus on enhancing social inclusion and well-being by being present in the local community. The Company recognises that many of its potential candidates are seeking to re-establish themselves within the workplace and will, therefore, be regular visitors to the local Job Centre Plus office. In addition, we will continue to promote government schemes (such as the Kick Start Scheme) and qualifications (such as Apprenticeships) wherever possible to encourage all walks of life into both permanent and temporary employment whilst developing their career opportunities beyond the Company.

## Supporting Local Charities

Each year **BLSS** will engage with employees to select a charity, or charitable focus for that year. All charitable initiatives and funds raised within the year will be donated to the selected charity. The company will support and promote the undertaking of extensive fundraising throughout the year, both individually and with team activities to support both internal events and national charitable projects, such as:

- Friday dress Down events.
- Individual opportunities through organisations.
- Christmas jumper day.

## Encouraging Volunteer work in community activities

The Company supports employees who wish to do volunteer work within the community or for charitable institutions. Supporting volunteers helps the company to build relationships with the local community and improve how it is perceived within it. Employees who do volunteer work can: use



the skills that they have developed at work to help the community; learn new skills including, for example, leadership qualities; and improve their morale, physical health and work-life balance. The company supports employees who are undertaking community or charitable activities, including:

- community care work.
- environmental work and conservation projects.
- fundraising for community projects or charities.
- fundraising or volunteering work with the Company's chosen charity of the year, the types of volunteering that will be supported are entirely at the discretion of the company.

## Our Environment

We recognise that our business has an impact on the environment and that we have a duty to manage that impact in a responsible and ethical manner. We do this through identifying all significant environmental impacts and putting processes into place to prevent, reduce and mitigate them. We are committed to the following:

- Implementing companywide recycling processes.
- Ensuring all technical equipment is recycled appropriately in line with the Waste Electrical and Electronic Equipment recycling (WEEE) directive.
- Annually measuring and reviewing our resource usage.
- Align with government targets to continuously developing to reduce our carbon footprint.
- Company commitments to achieve environmental targets.
- Implementation of a Cycle to work scheme to reduce employee emissions when travelling to and from work.
- Prioritising environmental issues and awareness in standard business communications.
- Recycling or donating surplus equipment such as PPE.
- Enabling staff to work from home wherever possible reducing our carbon footprint wherever possible.

*I confirm I have read and understand this policy.*

Name

Signature

Date