



IPSL - CORPORATE SOCIAL RESPONSIBILITY POLICY

Introduction to Corporate Social Responsibility (CSR)

CSR refers to the way in which we as a business regulate ourselves to ensure that our activities positively affect society. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic, and environmental impacts of what they do as a business. Businesses should meet, and aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, the company should ensure they carry out best practices anyway.

Inplace Personnel Services Limited are committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

Who we are and what we do.

Inplace Personnel Services Limited are a Leading East Midlands based Recruitment Business and Labour Provider. Our mission is to develop and deliver a quality and innovative recruitment service that is driven by and focused on the needs of all our people – Staff, Candidates & Clients.

We specialise in recruitment to the Industrial, Commercial, Engineering, Construction and Horticulture sectors, both Temporary & Permanent.

As an independently owned and operated business, our Stakeholders are directly involved in the day-to-day management of the business and champion the ethical, social, and responsible way we operate.

Looking after Employees

To retain loyal and productive staff, it is vital to maintain a good working environment. We achieve this by:

- In line with the Modern Slavery Act 2015 we have implemented Stronger Together and become accredited partners. We promote this to both clients and candidates alike.
- We have robust Health & Safety policies in place which we promote internally through regular training.
- Staff training, appraisals and personal development are monitored, measured, and rolled out throughout the year.
- We operate several bonus and reward schemes throughout the business.
- Staff are paid correctly and on time, wages meet or exceed the National Minimum/Living Wage, auto-enrolment contributory pension is available to all, and there are other available benefits such as: company phone, laptop, mileage travel scheme, and increased annual leave entitlement.
- All HR issues are dealt with appropriately and policies are kept up to date, regularly monitored and all staff have access to our Controlled documents through Sharepoint.
- We arrange teambuilding activities periodically throughout the year, issue free refreshments and create fun competitions.

Looking after Customers

It is so important to look after your customers, to make sure that they have a positive and lasting impression of our business. We achieve this by:

- Customer Satisfaction – We have developed, rolled out and achieved ISO 9001:2015 and focused our main objectives on both Client and Customer Satisfaction. We regularly complete questionnaires and measure responses from all parties to make improvements in the way we operate.



- Safety and Quality of our products and services are tested regularly through ongoing sample audits. We mean test client and candidate information to ensure compliance and legislation is adhered to, monitored, and measured.
- We offer a 24hr point of contact to our clients.

Suppliers' Standards

It is vital to ensure that we use good suppliers and maintain a good working relationship with them. We achieve this by:

- We have robust supplier checklists in place ensuring that suppliers have relevant Policies and Procedures in place, such as Modern Slavery Act 2015, Anti Bribery Act 2010.
- Where possible we use local suppliers.
- We are committed to paying our suppliers properly and on time.
- We request that our suppliers have a CSR Policy in place.
- We are committed to clear communication with all suppliers.

Protecting the Environment

It is important to commit to reducing the environmental impact that our business activities may have. We achieve this by:

- We promote re-use and recycling through specific waste areas.
- The types of materials used within the business are predominantly recyclable where possible.
- We encourage greener transport by doing any of the following:
 - Encourage staff to walk, cycle, car share or use public transport to get to work if possible.
 - Encourage staff to use greener fuels in their personal vehicles if possible.

Community Engagement

As a business, we strive to work with and support our local community. We achieve this by:

- Sponsorship of our local Football Team – Mansfield Town FC.
- We donate to local Schools and play and active part in their 'special activity days within the community.
- We support the surrounding community by employing local people.

Measurement

We monitor and measure the various elements of this policy as part of our ongoing Management Reviews and Quality Audits.