

Company Social Responsibility (CSR) Policy

Introduction

24-7 Staffing is committed to conducting business responsibly, ethically, and sustainably. This Policy sets out our commitments to our stakeholders, employees, candidates, clients, and the wider community, ensuring that we make a positive contribution to society while complying with all applicable laws and regulations, and meeting supply chain transparency requirements.

Scope

This Policy applies to all business operations of 24-7 Staffing, including but not limited to:

- Business dealings with clients, candidates, and suppliers;
- Recruitment and employment practices;
- Internal operations and compliance activities;
- Engagement with the wider community and the environment.

Company Information

24-7 Staffing Limited is an independently owned recruitment business specialising in the Commercial, Driving, Industrial and Healthcare sectors. Established in 2004 by Julian and Melody Thompson, the company originates in Chippenham, Wiltshire which remains home to our headquarters and flagship branch, with a further branch in Amesbury, Wiltshire.

24-7 Staffing strives to be a good corporate citizen. Through its managers and through its people, 24-7 Staffing is committed to supporting charities and local communities, promoting equal opportunities, ensuring safe and efficient working practices, promoting protection of the environment and working with clients and suppliers who uphold similar values.

Company Values

Our mission is to be the first call supplier for high quality staff within our specialist industries by building life-long relationships with carefully selected clients and candidates to achieve shared goals. Our core values underpin our approach:

1. CRYSTAL CLEAR

We believe that clear communication, both internally and externally, improves productivity and makes life simple. Being honest about what we can deliver by working together will help us achieve shared goals.

2. ATTITUDE MATTERS

We believe that a positive attitude makes the impossible possible. So we plant positive seeds, use positive language, tackle challenges in a positive way and choose to see the positive side of every given situation.

3. PEOPLE POWER

We believe that learning forms an integral part of our business and we invest in a range of training opportunities for our staff and candidates. We know this builds confidence, enabling

them to become more effective and so we embrace people who are open to change and willing to learn.

4. COMPLIANCE COUNTS

We believe that it's not what we do but the way that we do it that matters. Paying attention to detail is the key to compliance, which saves time and money.

5. STAR SERVICE

We believe that five-star service means consistently going the extra mile to create memorable moments for our clients, candidates and staff.

Stakeholders

While 24-7 Staffing is accountable to investors, it considers the interest of all its stakeholders including our employees, clients, candidates, suppliers, as well as the local community and the environment in which we operate. 24-7 Staffing's reputation is one of its key assets, therefore, adhering to the highest standards of integrity, personal conduct, ethics and fairness is deemed to be of vital importance.

Workplace

Equal Opportunities

24-7 Staffing is committed to promoting equality, diversity and inclusion and to ensuring that all individuals are treated with dignity and respect.

The Company supports the principle of equal opportunities and does not tolerate discrimination on the grounds of any protected characteristic under the Equality Act 2010 and other relevant UK legislation governing equality and anti-discrimination, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

We are committed to ensuring that all employees, workers, candidates and other individuals connected with our business are treated fairly and without discrimination. All employment practices and procedures will be applied in accordance with the principles of equal opportunity, including those relating to recruitment, selection, training, promotion, career development, discipline, redundancy and dismissal.

We are committed to pay a living wage to all staff and candidates including people aged under living wage threshold.

For more information on how we promote equal opportunities and diversity in all of our business activities, please see our Equal Opportunities and Diversity Policy on [our website](#).

Protection from Harassment

24-7 Staffing is committed to providing a work environment free from unlawful harassment.

Under the Equality Act 2010, harassment is defined as unwanted conduct that relates to a protected characteristic which has the purpose or effect of violating an individual's dignity or

creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. This includes unwanted conduct of a sexual nature.

Examples of prohibited harassment are:

1. verbal or written conduct containing derogatory jokes or comments;
2. slurs or unwanted sexual advances;
3. visual conduct such as derogatory or sexually orientated posters;
4. photographs, cartoons, drawings or gestures which some may find offensive;
5. physical conduct such as assault, unwanted touching, or any interference because of sex, race or any other protected characteristic basis;
6. threats and demands to submit to sexual requests as a condition of continued employment or to avoid some other loss, and offers of employment benefits in return for sexual favours;
7. retaliation for having reported or threatened to report harassment.

For more information on the steps we take to create a safe work environment, free from unlawful harassment, please see our Equal Opportunities and Diversity Policy and our Sexual Harassment Policy on [our website](#).

Health & Safety

The health, safety and wellbeing of all Company employees is paramount. It is the policy of the Company to create and improve standards of Health & Safety which will lead to the avoidance and reduction of work-related risks and hazards to ensure the Company complies with all prevailing Health & Safety legislation.

The Company Health & Safety Policy outlines our commitment towards this and is available on [our website](#). This policy will be kept up to date, to reflect changes in the nature and size of the Company.

Modern Slavery

24-7 Staffing Ltd is not required to publish a Modern Slavery Statement as we fall outside the criteria, however, the Company fully supports upholds the principles of the Modern Slavery Act 2015 and is committed to operating responsibly and establishing high ethical standards across our company.

Further detail on our approach, responsibility and procedures in relation to modern slavery can be found in our Ethics & Business Integrity Policy, which is available on [our website](#).

Training & Personal Development

24-7 Staffing Limited believes that its most valuable resource is its employees. The continued success of the organisation depends upon having highly motivated people with the right skills in the right job at the right time. We recognise the need to offer all employees a clear path of progression within the business facilitating progression through training.

Benefits

Employees throughout the Company are eligible to participate in a range of lifestyle and wellbeing benefits, including:

- Clear and fair terms of employment;
- Encouraged to develop skills and progress in their careers;
- Workplace Pension scheme;
- Bupa Health Care Cash Back Scheme;
- Additional 2 days holiday after 2 years' service followed by an additional day for each year, up to 5 years' service;
- Long service bonus awarded after 10 years' service'
- Workplace Charitable Giving through payroll;
- Childcare Voucher scheme.

Communication with Employees

The Company has a commitment to keeping employees informed of Company affairs through a Company Internal Communication Policy, staff handbook, staff emails, regular staff meetings, appraisals and the notice boards in branch. Employees can obtain general information on the Company Shared Drive. Employees are encouraged to discuss operational issues with their line management and to suggest ways to improve performance and efficiency, which can be done anonymously.

Team bonding events are encouraged throughout the year, and all staff are required to participate in the annual strategic development day assessing all areas of the business followed by team building activities.

Marketplace

Industry Participation

24-7 Staffing strive to be Industry Ambassadors. Our Managing Director Julian Thompson was the Chair of the Driver Agency Excellence Governance Group from its conception in 2012 until 2020, setting the bar for recruitment companies operating within the Driving Sector.

We are members of the Recruitment & Employment Confederation (REC) to ensure we are fully compliant within the Recruitment Industry, and our directors are passionate about independently run Recruitment Business's offering the best quality service available.

Customer Satisfaction

As holders of the ISO Quality Services ISO 9001 : 2015 certificate, upholding a quality service is of paramount importance to the Company. Customer satisfaction and retention form an integral part of the measuring system for the quality of service we provide to our clients and candidates. We regularly ask our clients and candidates how we are doing, the data provided is then analysed and discussed at regular Management Meetings so that improvements can be implemented.

24-7 Staffing strive towards building lifelong business relationships with its valued clients. In fact, a high number of our current clients have been with us since we first opened our doors in 2004.

The most common reason clients give for doing business with 24-7 Staffing is the service is honest, friendly and reliable. In our latest client survey, 100% of participating clients ranked our service at an average overall satisfaction score of 9/10.

Our candidates are very important to us, and we have built relationships with many who came to us for Temporary work between jobs but have opted to stay with us as they like the way we work and the benefits working for 24-7 Staffing offers including:

- Flexibility;
- Holiday Pay;
- Workplace Pension;
- Full Company Induction, Staff Handbook and regular communication bulletins;
- Training;
- A referral scheme worth £100 per referral and other rewards;
- Free uniform & PPE;
- Dedicated specialist consultants available 24-7.

Suppliers

It is important to the Company that our suppliers share our Quality Objectives and Standards. Therefore, we maintain an Approved Supplier list and ask potential new suppliers to complete our Supplier Questionnaire prior to being accepted onto the Approved Supplier List. In return the Company seeks to:

- Be honest and fair in our relationships with suppliers and subcontractors;
- Pays suppliers and subcontractors in accordance with agreed terms;
- Have a policy not to offer, pay or accept bribes or substantial favours;
- Encourages suppliers and subcontractors to abide by the same standards and principles.

Community

We're proud of the areas we operate in and the people that live and work there. As a local business, we're committed to supporting our community however we can.

Local Suppliers

As a recruitment business, we recognise the importance of creating local work opportunities – so it makes sense to use local suppliers whenever we can.

Local Charities

Each year, our fundraising efforts help support a number of local charities. We love getting involved in challenges large and small and don't let hard work get in the way of helping our inspiring and deserving local causes. We were delighted that our efforts to support charities in our local community were recognised as winners of the Wiltshire Business Awards services to the community in 2017.

In 2020 The Wiltshire Air Ambulance became the beneficiary of funds raised through our monthly staff lottery.

In 2017 we donated more than 25 items of surplus IT equipment to Cheltenham based charity; IT Schools Africa, an international charity, operating across 4 countries, with a vision to transform lives through access to e-Learning.

In 2016 we became sponsors of the charity, Business Against Poverty, which we supported until 2020 through Platinum Membership and various other fund-raising events such as a horse racing night and a curry night and staff lottery. Business against Poverty is a Business Enterprise that drives: profitable, ethical and sustainable growth for the benefit of its members and society. Its funds drive the humanitarian work of the charity People against Poverty.

The Rise Trust: In 2014 we collected over 300 chocolate eggs so that all of the children supported in The Rise Trust's Children's Centres could receive a treat at Easter.

Help for Heroes: We provided relief safety car support for Help for Heroes' 1,000 mile journey, where they drove a horse-drawn replica WWI ambulance from Lands End to John O'Groats.

Wiltshire Air Ambulance: Not only did 24-7 Staffing employees raise an amazing £1500 by enduring a gruelling Snowdon team challenge, they also hit the hot summer streets to sell ice creams, with all proceeds donated to WAA.

The Salvation Army: In 2025 we collected an amazing 109 chocolate eggs which were delivered to families and children in need within our community.

We also work in partnership with local charities to find employment opportunities for those who have barriers to accessing the job market such as the homeless charity Doorway.

Environmental Issues & Responsibility

24-7 Staffing recognises and understands the importance of protecting the environment in which we operate. We are committed to minimising the impact that running our business has on the environment and we encourage our clients, suppliers and other stakeholders to do the same.

24-7 Staffing will aim to:

- Minimise the generation of waste and promote recycling;
- Improve energy efficiency across our offices;
- Consider the environmental impact of any business decisions made;
- Inform and encourage staff at all levels to act in an environmentally responsible manner and provide training where necessary;
- Meet all relevant legislative requirements and cooperate with enforcement authorities;
- Review environmental issues, this policy and the effectiveness of our procedures on a regular basis;
- Seek competent environment advice when appropriate for compliance legislation.

In addition:

- 24-7 Staffing has recycled 100% of its toners and printer cartridges since 2008;

- E-payslips and E-invoicing were introduced for all Company employees in 2012, which has reduced our carbon footprint, print and postal costs.
- Since 2016, we have recycled 100% of our wastepaper.
- In 2017 we changed waste contractors to enable us to recycle 100% of our waste cardboard, plastic and metal.
- Our Company email signature encourages all recipients to consider the environment and only print emails if necessary.
- The Company encourages all employees to keep documents in electronic files rather than print them and hold physical files.

In 2022 we embarked on a project to map our Carbon footprint with an aim to become carbon neutral by 2030 and achieve net zero by 2050.

We have already made some major decisions to support this project including relocating our Amesbury branch to a smaller, more energy efficient office.

More information is available on our Environmental Policy, which is located on [our website](#).

Review

This policy will be reviewed regularly and may be altered from time to time in light of legislative changes or other prevailing circumstances.