

## EMPLOYEE CHARTER

As a long-established and successful recruitment company operating in a dynamic marketplace, Strategics' greatest asset is its people and the safety and welfare of our people is paramount. We share common purpose values which guide everything we do. We pride ourselves on recruiting the best staff and then leading, supporting, and developing them so they deliver, or support others in delivering, the best possible service to our clients, contractors, and candidates. This charter acts as a framework to help focus and interpret mutual expectations. We seek to promote positive relationships and good employment practice as a necessary part of achieving our company's mission and goals. The Charter will be used as an aid to induction and performance appraisal internally and will be communicated to all our stakeholders.



## OUR VISION

Through the selection and recruitment of contract and permanent personnel and the provision of professional Contractor Management Services, Strategic Resources aim is to generate long-term wealth for all our stakeholders (Clients, Contractors, and Employees) by continually reinvesting in the company's people, systems, and processes.

### Quality

We provide clients and candidates with a responsive, high-quality service at all times. We strive to use the latest practices and to continuously improve our approach ensuring we meet all regulatory requirements.

### Respect

We really care about all our internal and external stakeholders. We put the needs of clients and candidates first, understanding what they are looking for and listening closely to their views. There is not time for disrespect!

### Partnership

We strive to provide a great service by encouraging staff to collaborate, to achieve the companies' objectives, share information and ideas and encourage each other. We will endeavour to build long term relationships with both clients and contractors to allow us to consistently meet our customers' expectations.



### Effectiveness




By providing a quality service efficiently and effectively, we can secure the future success of the company through our known reputation for excellence and the ability to offer value for all – ensuring the best possible rates for clients and contractors, taking advantage of opportunities to generate healthy financial returns and thereby allowing us to reward all staff fairly.

### Integrity

Every action we take is carried out honestly and ethically and in the interest of improving the services that we provide. If we see something we think is wrong, we have the courage to speak up and act.

## EXPECTATIONS

	What is expected of you	What you can expect
 Quality	<ul style="list-style-type: none"> <li>Your role is carried out with thought, using appropriate processes, and achieving your agreed objectives.</li> <li>Delivery of service that is professional, consistent, and focussed on clients, contractors, and candidates.</li> <li>Remain professionally updated and deliver service based on best practice.</li> <li>Compliance with all relevant Strategic policy and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing assessment against company organizational values and our employment charter</li> <li>Effective leadership, support, and constructive feedback</li> <li>Encouragement to realise your potential and opportunities to enhance your professional development</li> <li>An accredited Management System, to the ISO 9001 Standard containing a comprehensive suite of policies and procedures that help you do your job effectively</li> </ul>
 Respect	<ul style="list-style-type: none"> <li>Treat others as you would like to be treated, with respect and compassion.</li> <li>Display appropriate tone and language when communicating.</li> <li>Listen to and show you understand the viewpoint of others.</li> <li>Value difference and the opportunity to share knowledge and skills with others</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment and on-going management of staff in line with company values</li> <li>A zero-tolerance approach to discrimination, violence, bullying, harassment, or prejudice</li> <li>Praise and recognition when you do something well.</li> <li>Demonstration of exemplary behaviour that embraces workplace diversity</li> </ul>

 <p>Partnership</p>	<ul style="list-style-type: none"> <li>• Demonstrate willingness to support those you work with to the benefit of all.</li> <li>• Share ideas and use your skills and experience to help others.</li> <li>• Act as an advocate for our organisation at all times.</li> <li>• Recognise the expertise of colleagues and work in partnership with them</li> </ul>	<ul style="list-style-type: none"> <li>• Two-way communication and regular updates on company progress with the opportunity to share your views.</li> <li>• Encouragement to share your ideas for improvement and innovation.</li> <li>• Close collaboration between staff and the opportunity to influence company decision making.</li> <li>• A board and leadership team that are available and receptive to feedback</li> </ul>
 <p>Effectiveness</p>	<ul style="list-style-type: none"> <li>• Reflect, highlight, and escalate issues in order to contribute to continuous improvement.</li> <li>• Seek guidance and support as required.</li> <li>• Endeavour to maintain your wellbeing, enabling you to deliver your role to the best of your ability.</li> <li>• Embrace innovation and aids designed to improve efficiency and improvement.</li> <li>• Work as one team with colleagues to maximise efficiency of the business processes</li> </ul>	<ul style="list-style-type: none"> <li>• Performance continually monitored and reviewed against key indicators.</li> <li>• Induction, training, and development opportunities relevant to your role</li> <li>• Care for your health and wellbeing and provision of various wellbeing initiatives together with a healthy and safe working environment.</li> <li>• Continuous review of company systems and processes in order to support staff with efficient and effective ways of working and meet both the business and individual goals</li> </ul>
 <p>Integrity</p>	<ul style="list-style-type: none"> <li>• Act ethically in a moral, genuine way.</li> <li>• Speak up when something concerns you.</li> <li>• Be answerable for all of your actions.</li> <li>• Maintain professionalism even in difficult situations</li> </ul>	<ul style="list-style-type: none"> <li>• A culture of openness, trust and learning from incidents, complaints, and feedback</li> <li>• An environment that listens and responds to concerns.</li> <li>• Accountability bred through a continuous feedback culture with a focus on delivery, quality, and safety.</li> <li>• Organisational conscience guided by company values</li> </ul>

Name: (Print) Gary Gray

Signature:



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