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## Policy Statement

Red Rhino Resourcing specialise in the recruitment of Warehouse Operatives, Order Pickers, Loaders/Unloaders, Production Operatives, Cold Store Operatives, Driver's Mate/Porters, FLT Drivers, Van Drivers and LGV drivers within the following sectors; Transport and Logistics, Warehousing, Manufacturing, Production, Waste and Recycling, Distribution and Agriculture.

Red Rhino Resourcing was incorporated in 2018, we provide the following services across England and Wales.

- Temporary, Ad-hoc
- Permanent placement
- Contract and fixed-term placements

We are committed to maintaining an excellent reputation in the recruitment industry. We ensure that our consultants work to a high standard from start to finish, throughout the recruitment process. To maintain this, we have implemented the following process: Reviewing CV's from applications, telephone pre-screening, obtaining work-based references (last two years of employment), RTW document checks, and qualification and compliance verification checks. All of this is completed before placing and candidate on assignments.

Our main objective is to resource, recruit and retain experienced candidates, capable of satisfying client specifications and requirements. Also, ensuring that all candidates comply with relevant legislation and within agreed service levels. In order to achieve this, we operate comprehensive quality procedures.

Red Rhino Resourcing's approach to ensuring the best quality is based on four fundamental principles.

1. Continually monitoring our Quality Management System, identifying potential areas of risk in our systems, processes, and documentation. Implementing any necessary preventative or corrective measures to ensure that we maintain continuous compliance with legislation and best practice.
2. Identifying in great detail the needs of our clients, conforming to their expectations and requirements.
3. Ensuring that our service is based on the principle that all of our employees fully understand all aspects of their jobs and their roles within the company.
4. Full service reviews using feedback from candidates and clients to continually review our services. Actioning areas where improvement is needed or providing recognition to employees where appropriate when obtaining positive feedback.

We attain these principles by implementing the following;

- Providing our clients with dedicated consultants who are experts in their specialist markets.
- Prioritising client bookings, ensuring quick fulfilment using relevant, suitably qualified candidates.
- Gathering and logging client and candidate feedback, positive or negative.
- Providing our staff with necessary training to ensure awareness of relevant employment legislation, legislative guidelines surrounding RTW documents, GDPR guidance and other training to further develop skill set.
- Clear internal communication through our management reporting structure.

Staff will be responsible for identifying and adhering to both Client and Candidate requirements, to ensure that our approach to quality is implemented successfully. Red Rhino Resourcing's Senior Management team will have the main responsibility for maintaining excellent quality standards, this is implemented through conducting regular performance reviews, appraisals, and relevant training.

All quality principles and related targets/objectives are communicated to staff through day-to-day management, formal monthly/quarterly review meetings and during annual appraisals.

Ongoing staff training will also form an integral part of the process of achieving quality policy objectives.

## Authority and Responsibilities

The Managing Director has overall responsibility for quality, however, all employees are expected to be responsible for the quality of the service that they deliver under their remit.

The Managing Director has responsibility for outlining, setting, and monitoring of targets/objectives relating to the quality management system. This is in place to promote a positive culture of continuous improvement throughout the company, also ensuring that the quality requirements are met.

## Scope of the Quality Policy



This policy applies to all aspects of Red Rhino Resourcing's company processes. Every employee is required to comply with this policy when conducting any aspect of day-to-day operational processes.

### Company Policies and procedures

Compliance with our documented company policies is a key element to maintaining our Quality Management System. These policies and procedures are as follows;

- Anti-Bribery & Corruption Policy
- Complaints and Grievance Policy
- Equality and Diversity Policy
- Health and Safety Policy
- Alcohol and Substance Misuse Policy
- GDPR Privacy Policy
- Modern Slavery Policy
- Quality and Management Policy
- COVID-19 Policy

### Candidate Selection Process

It is Red Rhino Resourcing's company policy to pre-screen and reference all prospective candidates prior to continuing with the recruitment process and placing them with our clients.

We implement the following steps;

- Interview candidates face to face when possible. Where this is not possible, an experienced consultant will conduct a detailed telephone interview. This first step is imperative to ensure that the candidate is suitable for the position and meets all relevant requirements.
- All Candidates must provide us with two separate references, at least one must be obtained. These are to be written or verbal (if verbal, followed up with email confirmation). References must relate to the last two years of employment as a minimum. They cannot be friends or family.
- The Candidate must produce all relevant qualifications of which copies are taken and available to our clients upon request.
- All candidates must be eligible to work in the UK. Eligibility to work in the UK must be confirmed with copies of original documents. Eligibility to work documentation must comply with those listed by the Home Office guidance as being acceptable.
- Criminal Records Bureau (CRB) Checks will be carried out if it is a contractual agreement between Red Rhino Resourcing and its client. At the point of registration candidates must make the company aware of any unspent criminal convictions.
- Red Rhino Resourcing undertake all relevant checks to ensure the suitability of all candidates, all relevant checks and document copies must be taken prior to sending a candidate to any client assignment. These will be held by Red Rhino Resourcing and its Clients.

### Candidate Management Process

Red Rhino Resourcing always treat candidates in a professional manner throughout all areas of the recruitment process, regardless of whether or not they are placed with any of our clients. We understand the importance of retaining a lasting, positive impression of Red Rhino Resourcing and its clients.

We ensure that;

- We are fully transparent with our candidates regarding nature of work, hours, pay rate etc.
- All information regarding assignment is communicated accurately to the candidate, both in writing and verbally.
- We manage candidate expectations throughout the recruitment process regarding timescales.

Our consultants provide the candidate with a full job brief, both verbally and in writing. Obtaining confirmation of commitment to the assignment, prior to the candidate starting.

Candidates expectations regarding remuneration is discussed prior to submission of CV to the client, avoiding unnecessary negotiations at the point of job offer. We are fully transparent with client and candidate regarding both parties' expectations. Upon registration and prior to assignment, all candidates are issued electronically with a key information documents. This key information document outlines terms and conditions specific to the type of work that the candidate is seeking.

We aim to follow up and provide our candidates with feedback from our clients within two working days of submission of a CV, and one working day of interview. If the client does not wish to proceed with the candidate following interview, we will ask for constructive feedback to relay to the candidate.

### Minimum Operational Standards



As a minimum, Red Rhino Resourcing will operate to the following standards;

- All vacancies will be taken and managed by a trained recruiter, ensuring that all relevant information is gathered.
- Red Rhino Resourcing will provide our terms of business clearly to Clients, specifying our rates and fees prior to any candidates commencing work.
- We will ensure clear communication with clients regarding timescales with each recruitment campaign.
- All candidates are to be correctly registered in line with the candidate selection process detailed earlier in this document.
- Candidates are to be made aware of their statutory rights at the point of registration.
- We will ensure that all information is taken and stored efficiently, making this available to Clients upon their request.
- Inform the client of any changes to a candidates' availability when assigned to a booking. Within 24 hours of shift start.
- All Red Rhino Resourcing employees are to complete company induction and are made aware of all company policies and procedures within 2 weeks of commencing their roles.
- Provide regular training for Red Rhino Resourcing staff, through approved training providers, internal training, and regular reviews/appraisals.
- Remain up to date with legislation and communicate legislative changes to all members of staff.
- Maintenance of all contractual and recruitment process documentation based on best practice and current legislation.
- Meet the minimum requirements of all SLAs agreed with Clients.

### **Client Reviews and Feedback**

We review and monitor levels of Client satisfaction on an ongoing basis in order to highlight areas to be improved. We measure client satisfaction using the following processes;

- Check ins on the first day of every new assignment our candidates commence. This will be either verbal or written. The purpose of this is to check candidates have arrived punctually and are settling into their new roles.
- End of week calls to follow up on the candidates first week. The purpose of this is to check candidates are meeting client expectation and also whether the candidate is happy within the role. This also allows Red Rhino Resourcing to resolve any potential issues early on.
- Ongoing communication with client and candidate to ensure that both remain satisfied.
- End of probationary period calls to ensure that permanently placed candidates have completed their probationary period successfully.

### **Candidate Feedback**

Candidate feedback will reflect conversations had with the clients, we will check that the candidate is settling in well and that expectations are met regarding role and client.

All candidates are encouraged to visit Red Rhino Resourcing offices to build relationships with staff and provide feedback and suggestions.

### **Complaints Process**

The majority of general service issues will be raised and dealt with operationally on a day-to-day basis. However, when there are occasions that certain issues need to be raised and handled formally then formal complaints will be logged, recorded, and resolved using our formal Complaints and Grievance Procedure.

The outcome of any formal complaints will be analysed and reviewed to identify any trends. This will be considered within the company's continuous improvement process.

### **Review**

Our quality policy including all associated company policies are reviewed annually.