

01 Corporate Social Responsibility



Corporate Social Responsibility, otherwise known as CSR, refers to the way in which a business regulates themselves to ensure they positively affect society. At HR Star, we are passionate about ‘going the extra mile’ for our employees, clients, community and environment.

The purpose of this policy is to guarantee that HR Star works ethically, considering human rights as well as the social, economic, and environmental impacts of what we do as a business. At HR Star, our values are, achievement, creativity, growth, partnership, and integrity. With this in mind, we believe partnering with the local community and other charitable organisations will encourage growth for both parties. Incorporating CSR fits with how we work as a business – we act with integrity and are passionate about doing what is right for us and for others. Embracing positive change is important to us and CSR will allow us to boost our creativity and put this to good use. HR Star are committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

Policy elements

We want to be a responsible business that meets the highest standards of ethics and professionalism. Our company’s social responsibility involves the legislation we must follow as an organisation, and at times, how we aim to exceed this, as well as our proactive willingness to contribute to the community, promote human rights and protect the natural environment.

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Looking after our people

HR Star is committed to looking after its people and maintaining a good working environment for all. To retain the loyalty of our staff, we commit to the following:

- To respect and meet legislation and exceed this where possible. We are a committed equal opportunity employer and will abide by all fair work practices.
- To pay staff correctly and on time and ensure wages meet, and exceed, the National Minimum Living Wage.
- To provide a company pension for our staff.
- Supporting inclusion and diversity will be expected in our culture, policies, and behaviour (please see HR Star's Diversity and Inclusion policy).
- To communicate clearly with all employees, and in a timely manner.
- To deal with people issues appropriately, fairly, and consistently.
- To meet all health and safety requirements in the workplace to provide a safe environment for all.
- To offer training and development opportunities and appraisals on an annual basis to recognise our employee's hard work.

Business ethics

HR Star will always conduct business with integrity and in line with legal and internal policies.

We will promote:

- Safety and fair dealing
- Respect toward the client
- Anti-bribery and anti-corruption practices

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Providing for our clients

At HR Star, we are passionate about retaining our clients and providing the best possible service available in the HR consultancy industry. To do this, we will:

- Commit to communicating regularly and often with our clients on all outstanding work/tasks/projects. We will do this at least, on a weekly basis, and guarantee a monthly report on our progress with agreed projects.
- Welcome regular feedback from our clients and allow various opportunities for this – on a weekly basis through our weekly communications, and then in a formal arrangement on a quarterly basis where we meet with the client to discuss our working relationship.
- We will ensure the quality of our service is exceptional by regularly reviewing our processes and practices. On a quarterly basis we will send all existing clients a simple traffic-light based survey to provide feedback on our service. Any amber and red markings will be followed-up within 48 hours to discuss and resolve with the client.
- We will conduct regular reviews of our documentation that includes legal and statutory information to ensure it is up to date and in line with current legislation.
- To retain clients, we will endeavour where possible, to discuss alternative options to meet the client's needs or resolve a problem.

Preserving the environment

HR Star recognises the need to protect the natural environment and keeping it clean and unpolluted is a benefit to all. We will proactively protect the environment by doing the following:

- Recycle / monitor waste reduction
- Reduce the amount of printing and paper usage, where possible
- Encourage greener transport, i.e. HR Star encourage staff to walk, cycle or car share where possible, and use greener fuels in their personal vehicles.

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Supporting the community

HR Star aim to support the local community, which may be achieved through a variety of methods:

- Sponsorship of or monetary donations to local charities, sports clubs, societies, youth groups, community centres etc
- Staff participation volunteering days at local charities or events
- HR Star will commit to be an ambassador for a local charity each year, and will endeavour to support the charity's fundraising events and promote them where possible
- Supporting the surrounding community by employing local people

Volunteering

HR Star welcomes its employees to volunteer, either through internally organised programmes or externally. If you wish to volunteer for a local event or charity, speak with your line manager to discuss the options around this.