

Sterling – our promise to recruitment agencies:

Transparency, efficiency, compliance and feedback.

At Sterling, the level of service we provide always has been and always will be of paramount importance. Our Recruitment Agency Charter defines the promises we make to **every** recruitment agency working with us. We will continue to raise standards and maintain our position as one of the leading providers of contractor services.

Service delivery

- We promise to act in a professional and helpful manner at all times;
- All potential new contractors we are aware of before 4pm, will be contacted the same day and fully informed of our product range;
- Telephone illustrations and product enquiries will be carried out the same day professionally without bias to a particular Sterling product, allowing the contractor to make an informed decision that is appropriate to their circumstances. Literature will be sent on the same day to support their decision;
- Within two hours of speaking to a contractor the recruitment agency will be informed of the outcome;
- Contractor applications and registrations will be processed within two hours (providing the correct documentation is given)
- We will collect and record documentation that confirms a contractors' Eligibility to Work or self-employed status prior to payments being released. This is to safeguard all parties involved and ensure compliancy;
- Agencies will be kept informed at all times regarding the application and registration status of a contractor;
- Terms and conditions for new agencies will be acted upon as soon as possible, by our experienced compliance team, to reach a mutual agreement.
- We guarantee full HR support for agencies when dealing with a Sterling contractor employment issue;
- Each recruitment agency will be offered a working resolution in submitting hours and rates to speed up processing
- Sterling ensure responsibility for the promotion, education and reporting of Health and Safety matters for all employees. As best practice we endeavour to promote Health and Safety guidance for all our sub-contractors
- If a recruitment agency send funds via BACS, we can guarantee a CHAPS payment will be made to the contractors account, before close of banking business the same working day we receive cleared agency funds
- We guarantee that each contractor is covered by a suitable insurance policy appropriate for the circumstances in which the contractor is assigned.

www.thesterlinggroup.co.uk

0870 754 1111

STERLING 

Open communication and security

- Each new recruitment agency joining us will receive an introductory call from the Payments Supervisor responsible for them within one week
- Each recruitment agency will have a designated Payments Clerk and Supervisor to handle payments for the recruitment agency
- Issues regarding payments are resolved as swiftly as possible, the recruitment agency will receive feedback at all times
- All recruitment agencies will be kept informed of any delays regarding missing documentation or information about a contractor
- Any HR issues, disciplinary and performance issues will be dealt with by Sterling HR Department and conveyed to the recruitment agency at all times
- In the rare instance of a Complaint, we will aim to resolve the issue within 10 working days
- We will reflect ethical and honourable practises in our marketing, ensuring that there is transparency at all times
- All data is protected and treated in strictest confidence under the guidance of the Data Protection Act (1998).