

Policy

We believe that the long-term future of Mainstay is best served by respecting the interests of all our stakeholders: employees, partners, clients, suppliers and the wider community. We look actively for opportunities to contribute to the wellbeing of the local community and society as a whole. Our Corporate Social Responsibility policy sets out the principles we follow and the programmes we have developed to focus on the areas where we have significant impact or influence.

Principles

1) Basic Standards of Conduct

We will conduct our business with openness and integrity. We will not over-promise and under-deliver. Our Anti-Bribery policy provides more information on this principle however we will not seek to offer or receive any advantages or financial gain through improper channels.

2) Honesty & Accountability

We will communicate our policies, objectives and performance openly and honestly to our employees and to others with an interest in our activities, including clients and suppliers. We will encourage them to communicate with us and will seek their views.

3) Respect

The business, and its employees, will work within a robust environment of mutual trust and respect. This trust and respect is extended to any suppliers, candidates, clients or members of the public we come into contact with. We expect all employees to conduct themselves this way when inside and outside of work.

4) Sustainable Progress

We are committed to continuously improving our performance. We will take into account technical developments, changing scientific evidence, costs and client concerns and expectations in the development and implementation of all new social and environmental policies and procedures.

5) Investment in Employees

Our employees are our greatest asset. We strive to be a responsible employer by creating an environment that gives employees the opportunity to flourish. We promote from within and we place great importance on professional and personal development.

6) Demonstrable Compliance

As a minimum, we will meet or exceed all current legislation. Where no legislation exists we will implement our own high standards in line with the rest of this policy.

Programmes

1) Employees

We promote equality and consider the interests of our employees including their welfare, mental health and health & safety before making business decisions. We want all our employees to feel happy to work for us and that they work in a fun, safe and supportive environment. We look to support our employees with dealing with personal problems that might adversely impact their work performance, health and well-being. We regularly organise team drinks, 7 a-side football, evening meals and “days out”. All events and exercises are funded by Mainstay and we regularly offer free lunch on Fridays. Mainstay is an equal pay employer - men and women performing equal work receive equal pay.

2) Relationships

We will conduct our business relationships with integrity and courtesy. We are committed to offering our clients the highest possible standards of service. We recognise that both we and our clients and our workers have everything to gain if we look after both of their best interests and treat them fairly in all aspects of our dealings with them. Our aim is to build long-term relationships with our clients, workers, candidates and our suppliers.

3) Environment

We will manage our operation so we minimise our environmental impact and promote good environmental practice. We will set and follow high standards in energy efficiency and safety. We will continue to promote responsible and sustainable methods of energy efficiency; and review regularly our business practices and performance to identify how we can improve our energy efficiency, minimise packaging and reduce water usage, waste disposal and air emissions. We apply the “reduce, reuse, recycle” mantra to everything from stationery to packaging.

4) Communities

We will build relationships with our clients, suppliers and the local community and consider our impact on the local community before making business decisions. We aim to support a number of local, lesser-known charities and initiatives from grass-roots football to support for care homes and hospices.

5) Assisting Local Employment

We are committed to recruiting locally and investing in our workforce. We employ over 100 local temporary workers as well as all our office staff living within a 20-mile radius of our head office. We also regularly offer traineeships to local young people looking to gain valuable work experience and professional paid-for training. Several individuals who have completed traineeships within our organisation are still working for us today, some of them 5 years down the line. In addition to this we have partnered with Steps To Work, a lottery funded organisation that assist the long-term unemployed with finding work again. We have also partnered with Suited for Success, a local charity that help the homeless get back on their feet with interview training and interview clothing, a lot of which our staff have donated.