CORPORATE AND SOCIAL RESPONSIBILITY (CSR) POLICY

Date of policy: 01/09/2026
This policy will be reviewed every 12 months (as a minimum)
Review Date: 01/09/2027

1. The purpose of this policy

As a supplier to the government Parker Smith Inclusion understand the standards and behaviours expected from us. We are fully committed to conducting our business as ethically as possible, respecting the law, and going beyond what is deemed compulsory so that in all we do we positively affect society as a whole.
This policy is part of our Quality Assurance System. It outlines how we deliver on the promise of being good corporate citizens.
Our policy focuses on achieving **economic, social and environmental** benefits for all stakeholders involved. It is clustered around seven core areas where we believe we can achieve the greatest positive impacts and create value for all our stakeholders:

- Equality and accessibility
- Looking after our staff
- Human rights
- Environmental Sustainability
- Supply chain
- Community engagement and social value
- Value

We adhere to the UK Corporate Governance Code underpinned by robust processes. We actively seek to be good corporate citizens by upholding the values of this policy, taking into consideration social value legislation in delivering goods and services and supporting key government corporate social responsibility policy areas such as diversity and inclusion, sustainability, prompt payment, small and medium sized enterprise engagement, the Armed Forces Covenant, apprenticeships and skills development and addressing the gender pay gap.

2. Who we are and what we do

Parker Smith Inclusion is a specialist recruitment consultancy dedicated exclusively to the SEND (Special Educational Needs and Disabilities) sector. Our core mission is to improve outcomes for children and young people with additional needs by connecting schools with passionate, skilled, and ethically-represented SEND professionals. We work in partnership with SEND schools, mainstream schools, specialist provisions, pupil referral units (PRUs), local authorities, and multi-academy trusts across London and the surrounding areas. We've built an extensive and trusted network of SEND professionals through 15+ years in the sector, and this is reflected in our results, including over 350 five-star Google reviews from both schools and candidates.

We offer both long-term and permanent staffing solutions, covering all SEND related roles; teaching assistants, mentors, outreach tutors, SEND teachers, SENCOs, senior leaders, therapists, and advisory specialists.

Founded in 2021, our team brings over 30 years of combined recruitment experience and a highly developed understanding of the complex needs and challenges involved in inclusive education. What sets us apart is our commitment to bespoke recruitment, our rigorous two-stage interview process, and proactive safeguarding practices ensure the highest quality of match and vetting from the very first interaction. We take the time to understand each school's unique culture and challenges, and we match our pre-interviewed candidates accordingly. We are not a generalist agency, SEND is all we do, and every candidate we represent is committed to this field. For this reason, our matching and retention is where our schools see the biggest impact.

As a values-led business, we pride ourselves on our transparent and ethical business model, including:
Clear and consistent PAYE pay structures

Low, fair, and role-specific margins
10% permanent fees
Free access to SEND-specific training via our online training hub

We are a small but highly experienced team. Our business has grown significantly year-on-year through word of mouth and repeat partnerships, a testament to the trust we've built in the sector. We are proud to be a boutique agency with a big mission: to raise the standard of SEND recruitment across the UK.
We are a privately owned business with offices across the UK.

This policy applies to our company and all its branches. It applies to all employees and workers engaged by Parker Smith Inclusion and all third parties engaged by and representing or acting on behalf of Parker Smith Inclusion in whatever capacity.

3. Equality and accessibility

Promoting equal opportunities is fundamental to the ambitions and ethos of Parker Smith Inclusion. We welcome applications from those with as diverse a range of backgrounds as possible. All applicants are treated solely based on their abilities and all recruitment, selection and training processes are free from discrimination on the grounds of the protected characteristics. When engaging with prospect applicants or their trade associations we will always act ethically and abide by the relevant legislation, such as the Bribery Act 2010.
All staff receive training in the subject of equality and diversity to ensure they live by our values. Our fully trained and vetted staff will treat all persons encountered in the course of their work with respect.
Some public contracts deliver services to service users with particular needs such as physical or mental disabilities, medical conditions or other factors that place them in a vulnerable position. We will ensure that these service users are treated at all times with courtesy and that their dignity, safety, security and wellbeing is always treated as a priority concern.
Our employees, those of our key stakeholders, and service users have the right to respectful treatment. We will not tolerate discrimination, harassment or victimisation in the workplace or in connection with any services we provide. We expect our suppliers to provide the same commitment, including to their own employees. The Equality Act 2010 protects against discrimination, harassment and victimisation.

4. Looking after our staff

We are only as good as the people we employ. We aim to create a great place to work where everyone is treated with respect and fairness, feels valued and can flourish. The opportunities we offer our staff give them realistic scope to develop and progress.
The flexible nature of markets we serve means we can offer jobs and income security to those who might otherwise struggle to find work.
All our staff, including temporary workers receive an itemised and accurate payslip every time they are paid so that they can understand how their take-home pay is calculated.
We also provide every temporary worker with a handbook which includes a transparent breakdown and 'one page' information sheet of the job role, day one rights, 12-week rights, benefits, pay structures/models offered and a calculation of the take home pay that they can expect to be received prior to completion of registration and deployment within a job role.
We regularly review the 'one page' information sheet and staff handbook to update it, as necessary, on an annual basis or as changes to pay and/or benefits occur.
We will only provide temporary workers via payment methods that deduct PAYE tax and Class 1 ENIC in line with IR35/ITEPA legislation and HMRC requirements.
We will protect our employees with respect to health and safety and provide them with a safe place to work as far as it is reasonably practicable as outlined in our Health and Safety Policy.

- PS Inclusion always strive to pay to scale, from day 1, where possible
- Risk assessments are performed on all agency staff workers who are deemed vulnerable
- Access to an EAP, if required by individuals for additional support

5. Human rights

Our company is dedicated to protecting human rights and abiding by employment laws such as the Modern Slavery Act 2015.
We will ensure that our activities do not directly or indirectly violate human rights in countries where we operate.
During recruitment we look out for signs of labour exploitation and human trafficking, and we take action if we have any doubt. The checks we carry out as part of our recruitment process would uncover practices typically associated with modern slavery such as the retaining of passports.
Since victims of slavery are likely to come into contact with healthcare providers, our staff receive training in the subject of human rights and can identify the signs of trafficking and refer the case to organisations which can provide support.
Our staff also receive training in safeguarding to help them better respond to the risks related to health, wellbeing and human rights of children, young persons and adults at risk.
The greatest risk of slavery, child labour, human trafficking and inhumane treatment lies in the employment of suppliers and contractors by Parker Smith Inclusion, where their work practices may be non-compliant. Therefore, we will only partner with reputable suppliers and will not enter into a business relationship with unethical businesses or oppressive countries.

6. Environmental sustainability

Our company recognises the need to protect the natural environment.
We appreciate our impact on the environment may be relatively small but we strive to make a difference as we:

- reduce the amount of waste we produce, promote re-use and recycling
- dispose of any waste through licenced contractors
- save energy and water in office(s) and on client's premises
- encourage staff to walk, cycle and use public transport to get around
- introduction of the electric car scheme

7. Supply chain

We aim to communicate with our suppliers in a fair and transparent way to establish mutually beneficial long-term relationships. We will remain in full compliance with the updated principles published in February 2017 on The Transparency of Suppliers and Government to the Public. Where contractually required, we will provide full and prompt disclosure of accurate cost, revenue and margin information (Open Book Accounting and Open Book Contract Management) in line with published guidance and the terms of each contract. Suppliers should expect us to publish agreed key performance indicators and to conduct
Pursuant to this, Parker Smith Inclusion will not engage in bribery or corruption in any form and has a zero-tolerance approach to breach whether it involves private individuals or public officials.
We work in partnership with our key suppliers and insist that they behave ethically and adhere to the same high standards of professional behaviour as we do.
Organisations that provide critical goods or services to Parker Smith Inclusion are subject to appropriate due diligence. They are required to confirm they and their own supply chains are free from human trafficking and slavery.
We share this policy with our suppliers and expect them to communicate it to their employees and suppliers. We also encourage suppliers to develop their own CSR policies.
We have systems in place to ensure that organisations in our supply chain are paid on time. We will pay undisputed and valid invoices within 30 days. We operate a robust procedure for resolving disputed invoices promptly and effectively.

- We conduct background checks on new suppliers such as credit checks, as advised in our anti-bribery policy
- We were gold sponsors for AmplifiED Redbridge, helping to support schools with recruiting needs and providing support to the cause
- We work closely alongside SNAP charity in Brentwood Essex, regularly helping out with voluntary roles / events needed within the local community
- We use local business to assist with internal work, such as SPS Training Solutions Limited, to create marketing content

8. Community engagement & social value

We work in collaboration with the Social Value Portal, on-line solution that allows us to measure and manage the contribution that our organisation and supply chain makes to society, according to the principles laid out within the Public Services (Social Value) Act 2012. This allows us to report both non-financial and financial data for the work we do to contribute to our communities.
PS Inclusion actively engage in our local community, to support in some way:

- Donating Christmas Hampers to school, as well as to school fayres
- Use local suppliers for merchandise such as BoshWorkwear for office wear, Printed for leaflets and Simple Sourcing for office equipment
- Golf day charity fund raisers
- Volunteering at SNAP charity
- Donations to SNAP charity
- Gold sponsors for the AmpliFIED event in Redbridge

9. Value

We aspire to obtain value for every taxpayer pound and to be able to demonstrate that long-term value to the taxpayer. This means that our contracts are priced to offer sustainable value throughout their life, including when changes are needed. We work in good faith to resolve any disputes promptly and fairly during the life of a contract through good relationship management and, where appropriate, contractual dispute resolution mechanisms.
We use recognised industry practices in the delivery of recruitment services to, or on behalf of, all our contracting authorities. We aim to continuously improve our services and bring innovation, ideas and expertise to help Contracting Authorities to address their strategic challenges and to support growth and prosperity in the UK.

10. Monitoring and review

This policy is reviewed at least once a year or sooner if significant changes are made to ensure it is up to date with regulations and industry best practices. The Compliance and HR Manager will sit with the Board of Directors, at the end of each academic year to review work that has been achieved and targets met within the local community and internally. Within this meeting, it will be identified which new elements are to be addressed and added as part of the CSR policy.

REVIEW DATES	
Author	Keya Mckenzie
Version	1
Director Sign Off	Darragh Ryan
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