



JGA Recruitment Group Ltd Corporate & Social Responsibility Policy

Policy owner	Operations & Sustainability Director
Executive sponsor	CEO and MD
Review cycle	At least annually, and sooner following material legal, regulatory or business change
Next scheduled review	August 2027
Version	2.0

1. Purpose and scope

JGA Recruitment Group Ltd (JGA) recognises that the way we conduct our business affects our employees, candidates, contractors, clients, suppliers, local communities and the environment. This policy sets out the principles that guide our approach to responsible, ethical and sustainable business.

The policy applies to all JGA employees and, where relevant, to contractors and other people acting on JGA's behalf. We also expect suppliers and business partners to support standards consistent with these principles.

2. Our commitments

Through our corporate and social responsibility (CSR) approach, JGA is committed, wherever reasonably practicable, to:

- conducting business responsibly, lawfully, transparently and ethically;
- creating a positive, inclusive, safe and supportive working environment;
- treating candidates, clients, suppliers and other stakeholders fairly and with respect;
- promoting equality, inclusion and diversity and taking appropriate steps to prevent unlawful discrimination, harassment and victimisation;
- supporting local communities and charitable activity;
- delivering professional, courteous and high-quality recruitment services;
- respecting human rights and taking proportionate steps to address modern slavery and exploitation risks in our business and supply chains;
- protecting personal data and confidential information in accordance with applicable requirements; and
- reducing our environmental impact and continually improving our sustainability performance.

3. Legal and industry context

This policy is intended to operate alongside JGA's other policies and procedures. It does not replace specific legal or regulatory obligations. In carrying out recruitment activities in Great Britain, JGA will have regard, where applicable, to the Employment Agencies Act 1973, the Conduct of Employment Agencies and Employment Businesses Regulations 2003, the Agency Workers Regulations 2010, the Equality Act 2010, applicable data protection legislation, and other relevant employment and labour-market requirements.



The Fair Work Agency became the state regulator for employment businesses and agencies in Great Britain on 7 April 2026. JGA will keep relevant procedures under review in light of current regulator guidance and legislative change.

4. Governance, responsibility and review

The CEO and MD have executive accountability for JGA's responsible-business approach. The Operations & Sustainability Director is responsible for coordinating the implementation and periodic review of this policy, supported by managers and policy owners across the business.

Every member of staff is responsible for acting consistently with this policy, completing relevant training, raising concerns and suggesting improvements. CSR or sustainability suggestions may be directed to the Operations & Sustainability Director.

This policy will be reviewed at least annually and sooner where there is a material change in legislation, regulatory guidance, JGA's services, operations or sustainability commitments. The review will consider whether the policy remains current, relevant and effective, and material amendments will be recorded and communicated.

5. Communication, training and speaking up

JGA communicates relevant policies and responsible-business commitments through appropriate channels, which may include its website, internal communications, onboarding, training and client or supplier materials.

JGA is committed to openness, honesty and accountability. Employees and others working for JGA are encouraged to raise genuine concerns about suspected wrongdoing, unethical conduct, unlawful discrimination, exploitation, environmental harm or other material departures from JGA's standards. Concerns should be raised through the appropriate internal route, including JGA's Whistleblowing Policy where applicable. No one should suffer retaliation for raising a concern in good faith.

6. Our CSR principles

6.1 Ethical conduct and integrity

We aim to maintain high professional standards and to act with honesty, integrity, fairness and respect. We will not knowingly participate in conduct that compromises JGA's legal obligations, professional standards or reputation. Conflicts of interest, suspected fraud and other ethical concerns should be disclosed and managed under the relevant JGA policy.

6.2 Our people and working environment

Our people are central to JGA's success. We seek to provide a positive, healthy, inclusive and psychologically safe working environment, fair opportunities for development, and access to training appropriate to each person's role. Workplace expectations and employee rights are set out in JGA's staff policies and procedures.



JGA is committed to equality of opportunity and to a workplace free from unlawful discrimination, harassment and victimisation. We will make reasonable adjustments where required and will apply employment decisions fairly and on relevant, objective criteria.

6.3 Candidates, workers and clients

JGA is committed to providing professional, transparent and courteous recruitment services. We seek to treat candidates and workers fairly, protect their dignity, and provide information required by applicable recruitment and agency-worker legislation. We will not accept client instructions that require or encourage unlawful discrimination.

We will seek to make our services accessible and inclusive, take account of individual needs where reasonably practicable, and handle personal information in line with JGA's data protection and privacy policies.

6.4 Community and social impact

JGA aims to make a positive contribution to the communities connected with our business. This may include supporting charities, volunteering, partnerships, fundraising, knowledge-sharing and other community initiatives. Any paid volunteering or charitable leave arrangements will be managed in accordance with JGA's current staff policies and business requirements.

6.5 Suppliers and responsible procurement

We seek to work with suppliers and business partners that operate lawfully and ethically. We aim to use clear and fair contractual terms, pay valid invoices in accordance with agreed terms, and consider relevant social and environmental factors in purchasing decisions.

We expect suppliers, where relevant to the goods or services provided, to respect human rights, promote fair treatment, comply with applicable labour standards, and take reasonable steps to prevent modern slavery and human trafficking in their operations and supply chains. JGA may take proportionate action where material concerns are identified.

6.6 Environment and climate

JGA is committed to reducing the environmental impact of its operations and to continual improvement. Our approach is supported by JGA's Environmental Policy, Environmental Preferable Purchasing Policy and Carbon Reduction Plan. Practical measures may include:

- reducing waste and using reuse and recycling routes where practicable;
- reducing unnecessary paper, energy and resource consumption;
- using energy-efficient equipment and switching off lights and equipment when not required;
- managing heating and cooling responsibly;
- encouraging lower-carbon travel choices, remote collaboration and active travel where practical;
- considering environmental impacts in purchasing and supplier decisions; and



- monitoring relevant environmental performance and setting improvement actions where appropriate.

6.7 Human rights and modern slavery

JGA has zero tolerance for slavery, servitude, forced or compulsory labour and human trafficking. We maintain a separate Modern Slavery & Human Trafficking Policy and will apply proportionate due diligence to relevant supply-chain and recruitment risks. Concerns should be escalated promptly through the appropriate internal or whistleblowing route.

7. B Corp and continuous improvement

JGA became a Certified B Corporation in 2025. We use this commitment as an additional framework for continuous improvement in social and environmental performance, transparency and accountability. Certification does not replace JGA's legal duties or the requirements of this policy.

8. Related JGA policies and documents

- Equality, Inclusion & Diversity Policy;
- Environmental Policy and Carbon Reduction Plan;
- Environmental Preferable Purchasing Policy;
- Modern Slavery & Human Trafficking Policy;
- Whistleblowing Policy;
- Fraud Policy;
- Data Protection, Data Retention and Privacy policies;
- Quality Assurance Complaints Policy; and
- Ethical Marketing, Advertisement & Customer Engagement Policy.

The latest published versions of JGA policies and guides are available through the Policies & Forms section of the JGA Recruitment website. Internal procedures and staff documents should be used where they contain more detailed requirements.

9. Approval

Approved for JGA Recruitment Group Ltd. This policy will be maintained as a controlled document and reviewed in accordance with the review cycle stated above.

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