



Customer Charter



Be Personnel Limited – 2021

Customer Charter

We are committed to providing the best possible recruitment experience, benchmarking our service levels against other providers within the industry and pro-actively dealing with all feedback, whether positive or negative.

Our aim is to provide all customers with a first-class, friendly and professional service achieved by expert and pragmatic recruitment advice and guidance.

Our honest approach to customer support is underpinned by our desire to attain an outstanding level of satisfaction in a timely and effective manner to facilitate long term business relationships.

Be Personnel undertakes to deliver a positive and immediate response to all customer requests for guidance, assistance and support.

Our clients are of paramount importance with many long-term relationships being developed and sustained over several years. These relationships are direct evidence of the confidence and trust in which our company is held and provide a significant proportion of repeat business.

Our Core Values

- **Demonstrate Integrity and Respect**
We will continually strive to demonstrate care, honesty and fairness in all of our dealings, with all of our stakeholders.
- **Create Opportunities for our People**
Our business is our people – we are committed to creating opportunities by identifying and developing talent and potential at all levels of the organisation.
- **Inspire Creativity and Hunger**
Accountability will be driven down through all levels of the business, encouraging the entire organisation to think outside the box, generate new ideas and more cost-effective solutions.
- **Resolute on Safety and Quality**
We will not accept people stepping outside of our defined safety and quality standards.
- **Encourage Humility**
Balancing individuals' needs with the needs of the wider organisation and recognising that both character and capability are equally important in creating successful teams.

The very foundation of our business's success lies in recruiting and managing large volume temporary contracts within the Food industry. In the time Be Personnel has been operating we have won and retained a variety of such clients with whom we have established mutually beneficial working relationships.

We understand the fast and variable pace meaning that requirements for staff can often be at short notice and out of normal office hours. With this in mind we provide our clients with a 24/7, 365-days a year service provision which can be on an ad-hoc basis or on a full on-site facility.

Fully Compliant

Our workers are fully reference checked to ensure legal right to work and suitability. They also undergo a specific food related induction, which includes all of the basic food hygiene regulations along with health & safety advice.

Be Personnel is a Business Partner of Stronger Together and as part of our commitment to eradicating Modern Slavery all candidates are provided with information at induction to help them recognise and report any potential concerns they have.

Professional Memberships/Affiliations

- Corporate member of the Recruitment and Employment Confederation (REC)
- Gangmasters and Labour Abuse Authority (GLAA) Licenced
- Association of Labour Providers (ALP) member
- ISO9001 Accredited
- Stronger Together Business Partner
- TEAM member



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