

DRIVER RESOURCE

RECRUITMENT THE DRIVING SPECIALISTS

Our Service Level Commitment

Driver Resource Recruitment Ltd Customer Service Commitment ensures we are responding to all customer inquiries promptly and professionally. New vacancies will be acknowledged within thirty minutes of receiving the initial enquiry and we aim to provide an initial shortlist of suitable candidates, where possible, within one business hour. If an agreed service level cannot be met, the responsible employee will inform the customer as soon as possible, explain the reason, and provide a revised timescale. We maintain clear communication throughout the recruitment process and seek to ensure that agreed service standards are consistently met.

All Client companies receive confirmation, in line with The Conduct Regulations, that confirmation of identity, experience, training and qualifications, as well as confirmation pay in line or above National Minimum Wage and holiday pay governed by the appropriate terms of engagement which are agreed prior to any assignment commencement. (Written State of Particulars).

On occasions where confirmed vacancies/bookings are cancelled within four business hours of the workers shift starting, the worker is paid the minimum eight working hours, in line with our signed client rates letter.

Driver Resource Recruitment Ltd sets the standards for client communication, a complaints procedure with escalation, driver compliance checks, data protection in line with UK GDPR, equality and non-discrimination and monitoring and continuous improvement with regular policy reviews every 12 months.

Workers Engagement Procedure - All workers are provided with appropriate documentation regarding all positions and assignments. All workers undertake 'Work seeker checks' before assignments are offered, in addition a Key Information Document is explained prior to any terms of engagement are agreed and signed. Once terms are agreed vacancies are discussed in line with their specific skills, experience and knowledge. All vacancy information is confirmed with their Assignment Confirmation.

Driver Resource Recruitment Ltd seek to provide a professional, fair and ethical service, mirroring initiatives such as the Ethical Trading Initiative and ALP code of practice. We believe in treating everyone with respect, communicating clearly and ensuring that all client sites are thoroughly checked and all Health and Safety information is communicated and adhered to.

Managing Director.......... Dated..........