

How we've handled the COVID-19 pandemic



The COVID-19 pandemic has caused a lot of uncertainty for everyone across the country and as a recruitment agency we have a responsibility to support both our clients and candidates throughout this unprecedented pandemic especially those we work with in key sector areas.

Here's what we've done in response to the outbreak:

Supporting new and existing clients

We have and will continue to support business and organisations with any staffing requirements throughout this pandemic.

We're working with local businesses and organisations involved in key areas such as food processing, pharmaceuticals, manufacturing and the various schools and colleges which are still operating.

We are keeping ourselves informed of all sector specific updates, guidance and advice so we remain experts in the field. This means we have been able to adapt our services accordingly and provide support as necessary.



Furlough and the job retention scheme

We've communicated all relevant information regarding the furlough job scheme to our clients and candidates by continually updating and sharing our furlough information document on a regular basis.

All furlough claims which fit the criteria for eligibility in line with government guidance have been processed and workers have been notified of their current situation.





Keeping up to date with the current situation

We liaise closely with various organisations such as Recruitment and Employment Confederation (REC), Association of Labour Providers (ALP), Crown Commercial Services (CCS), in addition to working with clients and the executive boards of other recruitment agencies to share knowledge and experience in addition to understanding the rapid updates to legislation issued in response to COVID-19.

We are also working with HR and employment law specialists and we are taking advantage of all necessary training available to ensure that we are up to date with all guidance and changes to legislation.

Sharing government and local information

We have made a concerted effort to play an active role as a hub of information – sharing and communicating government guidelines and useful resources on a local and national level via social media and email.



Wellbeing – keeping our staff and workers safe

In anticipation of the lockdown measures, we installed remote working software on all staff laptops enabling everyone to work from home.

We schedule regular catch-up meetings via Zoom and have created WhatsApp groups for quick communication amongst each team.

The wellbeing of our staff is vitally important so on a social level, we've continued our tradition of a weekly quiz to wind down towards the end of the week (now via Zoom!) also including a chatter to catch-up on any non-work related stuff!

We've also implemented online registrations for our workers as part of social distancing measures and made sure to communicate any updated guidelines/advice by email or phone. Our teams have been operating 24/7 to ensure we're contactable around the clock.

