PSR Contractor Charter

Our commitment to our Contractors is underpinned by our own AMS values and behaviours:

Passionate
Committed to doing our best work every day.

Bold
Confidence to thoughtfully challenge ourselves and our clients to go further.

Authentic
Respect everyone's individuality and contribution while also valuing what we can only achieve together.

Availability
We will provide

A helpdesk that is available Helpdesk@publicsectorresourcing.co.uk 9am – 6pm Monday to Friday.

A virtual chatbot (VERO) accessible 24/7 at www.psraskme.co.uk

A dedicated Relationship Management Team for tailored, specialist enquiries during working hours for contractors onsite.

A dedicated onboarding consultant for contractors going through onboarding.

PSR Switchboard available for all contractors to speak to relevant team regarding any new/ongoing queries.

Accessible support of contractor queries and concerns.

Access to SAP Fieldglass ensuring that, in line with our SLA, the timesheet portal is available.

Payment on time and in line with the contractual terms.

Support with timely contract extensions or on next assignment opportunities and re-deployment.

Amiqus portal support for contractors going through onboarding.

Support & Wellbeing
We will provide

Trained Mental Health First Aiders who are available to provide confidential support and guidance for contractor.

Wellbeing technology, Unmind, to foster positive mental health and wellbeing within our contractor workforce.

A detailed wellbeing guide that captures all available resources for contractors and provides signposting to external organisations that can support. This will also be available for Hiring Managers to equip them with the information and resources they need to effectively support their PSR contractors.

An equitable and inclusive hiring process supported by regular training of PSR colleagues and internal policies including our commitments under the Disability Confident & Armed Forces Covenant schemes.

A robust Reasonable Adjustments process, managed by our sourcing and recruitment teams in partnership with our Hiring Managers.

Regular contractor check ins using surveying technology, using the National Wellbeing Index guidance to measure the happiness of our contractor workforce.

Protection from Modern Day Slavery through internal training, policies and a robust compliance process supported by dedicated teams.

Find out more by visiting the support and wellbeing page on our website.

Communication
We will provide

Use clear concise language to allow easy understanding of our messaging and avoid the use of jargon and emojis to ensure our **content is accessible to all**. We will also use the correct method of communication for the circumstances.

Comply with WCAG 2.1 AA compliance and adopt any accessible means and tools to ensure we are inclusive in our communications.

Use technology to provide opportunities for contractors to voice their opinions and feedback to us and proactively review and respond to feedback.

Adhere to a robust legislative requirements, including GDPR and Gender/Race/Age & Disability discrimination policies. We'll treat your personal data with the utmost care.

Generate more touchpoints to keep you informed and up to date throughout your recruitment journey. These include initial welcome calls, our chatbot Vero and Helpdesk.
Use our website and social channels to keep you in the know regarding important topics and allow you access to useful resources.

Supply Chain & Key Partner Support
We will provide

Expand the offering of our Wellbeing technology, Unmind, and Mental Health First Aider programme for agency supplied professional contractors

Encourage our Supply Chain Partners to adopt our best practice methods for communication and wellbeing support via the PSR Social Value Supplier Connect and Resource Catalogue

Provide a detailed wellbeing guide that captures all of the available resources for contractors and provides signposting to our supplying agencies for additional support. Examples include:

- Brook Street's *Margery Club* and Wellbeing Hub
- GIANT's Employee Assistance Programme for PAYE workers.
- The multiple Umbrella Employee Assistance Programmes.
- Wellbeing support available through their supplying agency