



CORPORATE SOCIAL RESPONSIBILITY POLICY

Introduction

Established in Dublin in May of 1998, Brightwater flourish in growth across sectors, disciplines and candidate/client pools. Our mission statement best reflects the core values deeply rooted in our business transactions and instilled in our service provision. Through providing a professional, fully transparent and quantifiable service to clients and candidates alike, Brightwater continues to serve as a pioneering change-maker in the field of Irish recruitment consultancy.

"We consistently and conscientiously strive to make our customers the focus of our attention, to understand their needs, to meet their expectations and to provide them with optimum value through our professional service delivery."

Barbara McGrath, Managing Director

The strategic initiative of the company upon its founding was simple, but by no means straight forward: **to establish a dedicated and respected recruitment consultancy firm to consistently meet full operational potential in their provision of a top tiered and tailored service.**

It was quickly realised that such competencies could only be delivered upon through Brightwater first acquiring the highest caliber in-house talent across multiple disciplines including recruitment, business support, finance and marketing. In doing so, we have created an operationally optimised team, consistently building on the capabilities and agility of a flourishing sector in a candidate heavy market.

Brightwaters low-attrition high-retention rates are attributable to our dedication to investing in the training, upskilling and overall wellbeing of employees. We recognise that investing in all pillars of wellbeing have a direct correlation with the effective service provision to clients and candidates.

Upon commencement of partnership with Brightwater, clients and candidates are provided with respective charters, within which the business ethos of the group is further outlined. For additional information pertaining to the relevant charters, visit our website at www.brightwater.ie.

Although the CSR Policy was first implemented in 2009, the practices, models and principles associated with and adopted by Brightwater have been spearheaded since the company's founding. We at Brightwater are committed to ensuring high calibre delivery on all CSR policies in everyday business practice to the best of our ability. Best reflecting the company's core values and our commitment to service excellence, all employees (regardless of seniority) will continue to spearhead the adoption and implementation of CSR amongst staff, clients, suppliers and the wider Brightwater community.

Brightwater Workplace

For over 15 years, Brightwater has upheld their reputation as being one of the "Top 10 Irish Companies" to work with, as well as obtaining numerous awards across an array of capacities. We abide by our belief in what we classify to be a great place to work - "where employees trust the people they work for, have pride in what they do and enjoy the people they work with".

Since 2004, Brightwater has accomplished great success having achieved numerous awards and remained in the Top 10 Companies to work for in Ireland.

At the heart of our definition of a great place to work - a place where employees "trust, pride and enjoyment". The idea in fact outlining that the manner in which an outstanding workplace can be measured is done so through ensuring the existence of three quantifiable interconnected relationships:



- The relationship between employees and management.
- The relationship between employees and their jobs/company.
- The relationship between employees and other employees.

Having won the Best Company award, Brightwater were considerably proud as this particular award is voted on behalf of our own employees. We take pride in living by our company mantra:

“If you’re happy, you’re successful and if you’re successful you’re happy”

Equal Opportunities Employer

Brightwater is an equal opportunity employer and pledges absolute commitment to the fair and equal treatment of all employees. The company has and will always take all reasonable steps necessary to appropriately employ, train and promote employees when befitting. The company will take all reasonable steps in employing, training and promoting based on experience, ability, suitability and qualification without regard to;

- race
- colour
- ethnic origin
- nationality
- religious belief
- sexual orientation
- civil partnership or marital status
- age
- disability

Brightwater make it a priority to provide a safe, respectful and dignified work environment, free from bias, harassment and discrimination. Abuse or harassment of any kind engaged in by employees and third parties alike will not be tolerated.

Employees of all levels have a duty to co-operate with Brightwater to ensure the effective implementation of the equal opportunities policy in all cases of harassment, bullying and discrimination. In line with the company’s disciplinary procedure policy, action will be taken against any employee found to have committed improper acts of unlawful discrimination, harassment, bullying or intimidation.

Instances of decision selection surrounding personnel, pay practices and procedures of importance are regularly monitored in a thorough manner to ensure that effective implementation of the equal opportunities policy is present. Other considerations pertaining to this decision will also analyse the possibility of any indirect discriminatory behaviour within working practices.

Training Policy

The Company is committed to developing employee potential through the provision of appropriate training. Employee training needs will also be assessed by both senior management and Directors.

This will be achieved through ensuring that;

- Employees receive effective induction training.
- Employees receive the appropriate guidance required to effectively execute each individual task.
- Regular reviews of training and development needs are carried out.



- Opportunities which allow for personal and professional development are both provided for and consistent with professional capacity of the company.
- Employees are consistently encouraged to confidently take responsibility for their own personal and professional development.
- Should there be access to further education and training that it be encouraged to undertake by senior management.

Health & Safety Matters

It is one of the most pertinent responsibilities of Brightwater management to provide and maintain a healthy and safe work environment for employees, contractors, visitors or various other parties on the company premises. The provision of safe working procedures for all individuals when involving Brightwater business is mandatory. All practices and procedures which could relate in any way to health and safety measurements, such as safety and welfare at work, are to always be kept under review to ensure policy compliancy.

Regardless of seniority, any individual responsible for promoting commitment to health and safety matters must do so in earnest. A complete copy of Brightwaters Health and Safety policy statement is available to all employees and, as per company policy, should be in the possession of every manager and director in the company. Included in the policy statement are guidelines pertaining to the Welfare at Work Legislation, the performance of which should be continuously monitored and, when appropriately, reported on.

Employees seeking additional information for matters of relevance are advised to refer to the extensive material outlined in the Employee Handbook.

Our Community

We at Brightwater have always taken pride in our ability to successfully immerse ourselves in national Irish businesses ally and the local community in which we operate. We have sponsored dozens of events across multiple disciplines and sectors over the course of our existence. Partnerships of note we would consider to be the Young Accountants and Solicitors societies that we have sponsored, as well as various sporting and evening events.

Due to the unfortunate loss of numerous valued staff members to cancer, we have always advocated for the Irish Cancer Society as our chosen charity. Over the years, our company and its people have donated generously and fundraised tirelessly through organising quiz nights, golf tournaments and sponsored hours, but to name a few.

We also make a concerted effort to promote and support local and Irish businesses. We continue to display utmost loyalty to our suppliers and vouch to further build on these valued business relationships that we have happily honed over the years.

Our Environment

All Brightwater staff have an obligation to uphold the policies and guidelines further outlined in the company's Environmental Policy. We recognise that although our impact as a company is relatively small in the broader industrial landscape, we nonetheless strive to continuously reduce our impact on the environment.

We have actively reduced our use of printed material and continue to seek innovative methods to reduce paper use even further. We have recently implemented an online Timesheet Portal system which has eliminated the use of paper when communicating with and invoicing all Brightwater temporary agency workers. In 2009, we brought into effect the use of Critical Impact, an email marketing automation platform, which replaced traditional paper newsletters sent to candidates and clients and in turn greatly minimised our output of recyclable materials. Both examples reflect only a fraction of the changes made across all three offices in our quest to becoming a sustainable and environmentally aware organisation.



We are dedicated to the recycling and disposal of confidential and non-confidential documents in an environmentally friendly fashion. All staff are well versed on how to best utilise all recycling facilities dispersed throughout all Brightwater offices. Among our commitment to the safe disposal of multiple materials includes that of all computer equipment. Where possible, we also donate PCs and monitors alike to local schools for re-use.

Ongoing Work with CSR

In conclusion, Brightwater are fully committed to the ongoing adoption and addition of whatever methods necessary to ensuring the continued success of our Corporate Social Responsibility. We are actively experimenting with and exploring different approaches to best fit the future of Brightwaters CSR, its employees and all company relevant associations. We vouch to always ensure the health and wellbeing of our community and workplace, in true keeping with the company values deeply rooted in the forefront of our business.

Person responsible for policy:

Barbara McGrath

Managing Director