



## **The TRG Group**

### **Corporate Goals and Policies Statement June 2006**

Our aim is to maintain our status as the UK's number one call-handling recruitment agency, and to aspire to be a leading provider of management training services. We will achieve this by becoming the recognised number one in each of our core industry sectors. This in turn will be achieved by developing further business partnerships across our entire customer base. We will continue to maintain our status as the UK's number one forensic expert witness practice for the delivery of employment reports in cases of personal injury, clinical negligence and employment tribunals. To achieve this we aspire to continue striving to meet our self-imposed demanding criteria of delivering impartial and objective reports underpinned by original, and historical, research in order to meet our clients' stringent deadlines and objectives.

#### **Our Values**

To achieve our Goals we will:

Ensure that we create a happy working environment and that our company always acts in a socially responsible way.

Segment the sectors into measurable niche markets and bring in depth knowledge to bear and work to become recognised as number one in each sector against independently verifiable performance indicators.

Deliver the most far-reaching service possible for our specific operating sectors.

Work to the highest standards and exercise honesty and integrity in all our dealings.

Develop an ethos within our staff that refuses to accept second best.

Focus our operations to achieve short lines of communication and economies of scale.

Be uncompromising with regard to speed and quality of our service to our clients, contractors and candidates to ensure we always exceed their expectations.

Look to add value for clients, contractors and candidates who entrust their details with our company, even when not in a commercial relationship.

Work to become the primary supplier for call-handling, front of house, management training and delivery of expert evidence resources for each of our clients.

Deliver the best possible service to all our customers to ensure we are the best supplier company they buy from.

Recruit, train, motivate and retain the highest quality staff such that we are the best company they ever work for.

Provide clear and consistent messages to all our staff and customers.

Develop, and utilise our IT systems technology to ensure we continue to build better and stronger relationships with both internal and external business partners.

Continue to achieve our growth organically.

Continue investing in the development of our core IT systems in house.

Work together as a team and to enjoy what we are doing.

**Our Policies are in place to ensure the Group:**

Takes positive and necessary steps to promote equal opportunities in employment.

Complies with health and safety regulations.

Complies with the Recruitment and Employment Confederation and the Chartered Institute of Personnel and Development's codes of professional practice.

Complies with the Employment Agency Act regulations.

Complies with data protection legislation.

Complies with all other legal requirements.

Complies with our stated corporate policies.