



# Recruitment policy

This policy does not form part of the employee's contract of employment and may be amended by the Company from time to time.

## 1. Our Policy

At Arnold Clark we know that our employees are fundamental to our success and how important it is that we attract and retain the best employees who share our values. To achieve this, a strategic, professional approach to recruitment is essential.

As a company we fully embrace diversity and inclusion and we always ensure that our recruitment practices are aligned with our equal opportunities policy. We also fully adhere to the Equality Act 2010 and any current employment legislation. Our commitment to diversity and inclusion is embedded into our values – we treat everyone with dignity and respect.

The purpose of this policy is to provide a framework for the recruitment and selection of employees based upon the principles outlined below. This policy covers all activities that form part of the recruitment and selection process, including promotion and internal transfers. In order for the policy and procedure to be effective, it's essential that any employee who is involved in any aspect of the recruitment and/or selection is aware of this document and that all recruitment carried out will be in accordance with this policy.

## 2. Our commitments

- The company has a principle of open competition in its approach to recruitment.
- We will seek to recruit the best candidate for the job based on merit. The recruitment and selection process should make sure we hire the person best suited to the job and the company.
- We seek to attract a diverse range of candidates. We welcome applications from anyone who considers themselves as having a disability and will make reasonable adjustments to all stages of the recruitment process as required in order for a successful candidate to undertake the post.
- We will make sure that recruitment and selection practices are conducted in a professional, timely and responsive manner and in compliance with current employment legislation.
- We will provide appropriate training, development and support to those involved in recruitment and selection activities. Any employee involved in recruitment should ensure they are sufficiently trained to comply with this policy and current employment legislation. As a minimum, all recruiting managers should ensure they have attended the recruitment and selection workshop.
- We will treat all candidates fairly and with respect – we want all candidates to have a positive experience, irrespective of the outcome.

- We will ensure that our recruitment and selection process is cost effective.
- If an employee involved in the recruitment process has a close personal or familial relationship with an applicant, they must declare this as soon as they are aware of the individual's application and avoid any involvement in the recruitment and selection decision-making process.
- All documentation relating to applicants will be treated confidentially in accordance with GDPR and the company's privacy policy. Applicants have the right to request access to any documentation held on them in accordance with the GDPR. Please refer to the Privacy Policy for more information relating to this.

### **3. Recruitment and selection procedure**

#### **3.1. Preparation**

If an employee leaves, or additional employee resources are required, the first thing to do is check with the head of department that there is a requirement to fill the vacancy and that the necessary budget is available. The hiring manager should advise Recruitment and complete an online vacancy form.

Approval for recruitment will be sought from the appropriate director and, if applicable, other authority controls will be observed before the recruitment commences. When approval has been granted, consideration should be given to flexible working or the option of a job-share basis, as long as the main accountabilities of the role can be met.

In the event of an application for re-employment, approval must be sought from the appropriate director before the recruitment process can progress.

#### **3.2. Job evaluation**

Hiring managers can create a job evaluation form for each role if required and the Recruitment department will be happy to offer support with this.

#### **3.3. Equal opportunities**

It's our policy to recruit the best people and to make sure there are equal opportunities for employees to progress in a way that is aligned with their personal ambitions. We are focused on continuing to build and maintain an inclusive environment for all by supporting diversity within our workplace and community.

We therefore welcome applications from everyone who has the essential skills for the role regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and gender identity. Please refer to our Equal Opportunities policy for more information.

#### **3.4. Positive action**

We want our workforce to be reflective of the communities we serve and one way we can try to achieve this is through a policy of 'positive action'. We will therefore take certain steps to assist protected groups, which are disadvantaged or under-represented, in a particular job or sector. It's important to note though, that we will not engage in any practices which could be considered as 'positive discrimination'.

#### **3.5. Reasonable adjustments**

We want to make sure that any applicants who have a disability are treated fairly and have equal access to the same opportunities as those without a disability. We will always consider any reasonable adjustments throughout the candidate journey and request that the Recruitment team are notified of any support that may be required.

### **3.6. Rehabilitation of Offenders Act**

Under the Rehabilitation of Offenders Act 1974, past convictions become “spent” after a certain period of time has elapsed during which no further offences are committed (the “rehabilitation period”). This means that unless one of the exemptions apply, they are not required to be disclosed and they will not appear in a Disclosure Certificate. The applicable rehabilitation period depends on the sentence imposed, and some convictions carrying the longest sentences are never spent.

### **3.7. Job description and person specification**

job adverts should be clear and accurately represent the open position. They should include:

- Key responsibilities
- Person specification
- List of duties required to be carried out within a typical day
- Any essential or desirable skills

Our internal copywriters will work with the Recruitment team to create all job adverts and these should be consistent with our company’s unique tone of voice.

### **3.8. Shortlisting**

Applications/CVs must be screened against the role description so that assessments can be made of their suitability for the specific role. Applicants who meet the essential criteria for the role will then be selected for interview.

Hiring managers should consult with the Recruitment department as soon as they have a requirement so they can assist with the selection process.

### **3.9. Selection and interview**

The Recruitment department and the hiring manager will screen applications/CVs prior to scheduling interviews. Once the candidate has been successfully assessed by the Recruitment department, which may include a telephone interview/face-to-face interviews or a series of assessment tests, they will be invited to attend an interview and may be required to complete assessments, such as case studies, presentations and/or other job-related exercises. It is our policy that all candidates who meet the essential criteria for a position are offered an interview.

Initial interviews are generally conducted by the Recruitment department and the hiring manager using competency-based interview questions and a structured interview process. Candidate evaluation forms will be completed after each interview and retained with the application. Depending on the role, there may also be the requirement for candidates to attend a second interview.

The Recruitment department will notify applicants who are not selected for positions for Arnold Clark Automobiles Group. Candidates who are successful at the interview stage will be verbally offered the role by the Recruitment team or the hiring manager. Unsuccessful candidates will also be informed verbally or in writing by an email.

### **3.10. Referees**

Any checks which may form part of the selection process should be conducted prior to issuing an offer of employment.

Previous employers and referees shall be contacted, and transcripts, qualifications, publications and other certification or documentation shall be validated. We will seek to carry out a police check but particularly in positions of financial responsibility or in dealing with vulnerable groups. The check level required will depend on the role in question, and we are only permitted to carry out the higher-level checks in certain circumstances. They can be arranged only with the consent of the applicant concerned; however, if consent is refused this shall be taken into consideration in the selection process.

In addition to a Basic Disclosure, a SIA (Security Industry Authority) check is also required in respect of the following roles: ARC, Central Funding, Assure Alarms, and Security Management Personnel. This is administered through Pengelly Young who completes security screening check BS7858 – this includes a credit check via Experian and five years of employment references and character references. Details of the reference checks will be attached to the candidate's application for future information.

All offers of employment are subject to satisfactory references and it's the final decision of the company whether these meet our requirements

#### **4. Making the appointment**

If an internal candidate is selected, the hiring manager is required to notify the successful candidate and they are also responsible for processing and/or requesting any necessary wages or shift changes.

If an external candidate has been selected, the Recruitment department or hiring manager will make a verbal offer and will discuss any terms and proposed start date. The Recruitment department or the hiring manager should ensure that all recruitment paperwork is completed and returned to the Recruitment department where they will prepare a written letter of offer for the successful candidate.

The letter of offer and/or contract of employment will confirm the start date, salary (or hourly pay), position and the terms and conditions of employment pertaining to the employee.

If an external recruitment agency has been used, the Recruitment department is to notify the agency, who will notify the unsuccessful candidates. The hiring manager is responsible for liaising with all departments to ensure that the necessary equipment and access privileges are prepared for the new employee, while the Recruitment department will forward any new start pack to the new employee for their completion.

#### **5. Induction**

Once an employment offer is made, the hiring manager is responsible for any practical arrangements for the new starter prior to their first day, such as their workspace and any necessary equipment.

##### **5.1. Company induction**

The Recruitment department will advise the hiring manager when the new employee should attend a local company induction.

##### **5.1. Onsite induction**

The Recruitment team will let the branch's Think Customer chairperson know of the new starter, to enable them to prepare for their first day. The TC representative should complete the onsite induction, with the support of the new employee's line manager, within the first three days of the employee starting. The induction should incorporate standard information/activities which are common to all employees within the department, plus elements which are specific to the role. All new starts must be advised of ACE and provided with an awareness and understanding of how to access this.