

**Policy No: HR-POL-10**

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**Issue No: 3**

**Revision: 3**

**Approved by: Steven Thompson**

**Date: 21/06/2023**

**Title: Corporate Social Responsibility Policy v1.5**

## Corporate Social Responsibility Policy

### 1 Introduction

The Company recognises that we must integrate our business values and operations to meet the expectations of our stakeholders. These include customers, employees, investors, suppliers, the community and the environment.

By demonstrating our commitment to Corporate Social Responsibility the Company aims to align its business values, purpose and strategy with those of our clients, whilst embedding such responsible and ethical principles into everything we do.

### 2 Version Control

Version	Date	Author	Change Status
1.1			First Draft
1.2			First Issued Version
1.3	20/11/2020	Laura McLaughlin	Updated
1.4	21/06/2021	Laura McLaughlin	Updated
1.5	21/06/2023	Debbie Charlton	Updated

### 3 Policy

The Company will: -

Recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies:

- Take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- Be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.
- Make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance on this policy rests with all employees.
- Ensure a high level of business performance while minimising and effectively managing risk ensuring that we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders.
- Support the development of our external stakeholders via training courses and the use of our facilities for all of our business partners to hold seminars and industry meetings.
- Ensure that our contracts clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices.
- Encourage suppliers and contractors to adopt responsible business policies and practices.
- Register and resolve customer complaints in accordance with our standards of service.
- Support and encourage our employees to help local community organisations and activities in our region, particularly our chosen charities.
- Operate an equality and diversity policy for all current and potential future employees and will offer our employees clear and fair terms of employment and provide resources to enable their continual development.

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### **Corporate Social Responsibility Policy**

- Provide safeguards to ensure that all employees of whatever nationality, colour, race or religious belief are treated with respect and without sexual, physical or mental harassment.
- Provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy and safe systems of work.
- Develop environmental policies and objectives as part of the business planning cycle.