Corporate Social Responsibility Policy

1. PURPOSE

We recognise that the delivery of our service has a direct impact on the environment and our local community and that we have a responsibility to be a good neighbour, a good employer and a responsible consumer of resources. We undertake the following in order to contribute to our community and mitigate our impact on the environment:

2. SCOPE

Our responsibility to our Employees:

- To support and encourage employees to be involved in our charitable activities within the local community.
- To ensure that employees have the opportunity to realise their full potential and have the tools necessary to develop and grow through training.
- To operate an open-door policy allowing employees to raise any concerns with line managers and to ensure that employees are not victimised for doing so.
- To ensure that each employee's traditions and beliefs are respected and encouraged and promote diversity throughout the organisation.
- To maintain communication with employees to ensure this and all other policies are actively exercised.
- To encourage employees to 'think outside of the box' and offer suggestions as to how any of our polices or processes can be improved.
- To reward employees for hard work and innovative thinking should the idea help in the running of the business.
- To protect each employee or supplier from third parties who may become abusive; this includes customers, suppliers and the general public.
- To make certain that all employees are aware of the impact that we as a business and they as individuals have on the external environment.
- To support and understand employee well-being, ensuring staff are encouraged to maintain an appropriate work-life balance.

3. OUR BUSINESS RESPONSIBILITIES

- To minimise our usage of electricity by ensuring all electrical appliances, where possible, are switched off at the end of each day.
- To adhere to all relevant legislation surrounding our industry and, where necessary, seek legal advice in order to ensure honest trade.
- To support charitable initiatives that align with company values.
- To compete fairly within our industry.

4. CONFLICTS OF INTEREST

To instill in our employees a respect for the privacy of each member of the company. Each member is encouraged to avoid any activities which could conflict with their responsibilities to the company.

5. CONFIDENTIALITY

To ensure all employees adhere to the legislation included in and surrounding the Data Protection Act 1998. Please see the company's Data Protection Policy.

6. HEALTH ANDSAFETY

To maintain a safe working environment for all employees and clients: i.e. providing Relational Learning Plans.

7. ENVIRONMENTAL

To utilise technology throughout our processes to reduce our paper usage and reliance on natural materials and resources.

8. CUSTOMERS

- To constantly strive to provide efficient, value for money, high quality and dependable services to all customers.
- To ensure all employees are to act in an honest and professional manner when dealing with all customers.
- To make sure all employees remain aware that they are being trusted with highly sensitive information and must not break the trust that our customers, suppliers and company as a whole have in them.

9. SUPPLY CHAIN

- To maintain working relationships as they are key to the success of our business.
- To ensure that the individuals who we outsource to are not in breach of any legislation surrounding their profession or our industry as a whole.

10. THE LOCAL COMMUNITY

- To create employment opportunities for the local community.
- To be aware that our business affects our local and wider community whether as employees, customers or suppliers so we are constantly striving to build partnerships in order to create positive change.

11. EMPLOYMENT

- To create equal opportunities for all employees.
- To ensure all members of the company will not discriminate against colleagues or employees as per, but not exclusive to, the protected characteristics as detailed in the Equality Act 2010. Any instance where an employee is found to be non-compliant with this section 13.2 will be treated seriously as this will not be tolerated.
- To ensure all recruitment will be fair and consistent to each candidate.
- To ensure that any employee who feels that they have grounds for complaint must follow the company's complaints procedure which is accessible to all.

Last reviewed: 26/11/2025 by Sarah Logan

Next review: November 2026