

Our Corporate Social Responsibility (CSR) company approach refers to our responsibility toward our people, customers, partners, and community. Our CSR approach refers to the way in which our business regulates itself to ensure that all our activities positively affect society. Our aim is to ensure that the company work ethically, considering human rights and the social, economic, and environmental impacts of what we do. The company meets and aims to exceed, all relevant legislation and best practices.

We conduct business with integrity and respect to human rights. Committed to maintaining the highest standards of integrity and corporate governance practices to maintain excellence. We will conduct our business in an open, honest, and ethical manner.

We are committed to ensuring that any business undertakings are conducted as ethically as possible in line with the principles below:

Our people

To retain loyal and productive staff, the company recognises it is vital to maintain a good working environment, with a commitment to achieving this aim through various strategies, including but not limited to

- Commitment to the health and safety of our employees.
- Equality and diversity strategies, in line with legislation. Committed to a diverse and inclusive culture.
- Implement policies and training for Education for Sustainable Development and Global citizenship.
- Commitment to staff training, appraisals, and personal and professional development.
- Fair working practices, wellbeing strategies and being a Living Wage employer.
- Restricting the use of zero-hour contracts, promoting job security and secure contracts.
- Ensure that our activities do not directly or indirectly violate human rights.

Our customers

Putting the customer at the centre of everything we do, delivering the highest quality of service is a core strategy. It is essential for the business to meet the needs of all our customers ensuring they have a positive experience, we achieve this commitment though, but not limited to:

- Foster excellence and innovation in learning that inspires individuals, fosters creativity, and drives achievement and success.
- Undertaking customer evaluations to improve customer satisfaction.
- Ensuring the safety and quality of our products and services.
- Commitment to timely and clear communication with our customers.

Preserving the environment

In line with our legal obligations, our company proactively protects the environment and is committed to reducing the environment impact in our business activities through our Environmental & Sustainability commitments and plan, including but not limited to:

- Reduce, reuse and recycling including in purchasing practices.
- Conserving energy and water.
- Raising awareness, promoting, and adapting best practice.
- Transport and green travel plan.

Our partners and suppliers

It is vital to the business that we use good suppliers and maintain a good working relationship with them, through:

- Working in an open, transparent, and collaborative way.
- A commitment to using local suppliers.
- Paying our suppliers properly and on time.
- Being committed to clear communication with suppliers.

Our community

Our community impact is to achieve the highest possible positive impact on the economic and social wellbeing of both customers and to the communities we serve is a business strategy, including:

- Supporting local charities though give as you earn scheme and staff participating in charity activities/days.
- Supporting the surrounding community by employing local people.
- Support recruitment of the long-term unemployed, including when recruiting our own staff.
- Implement equality and diversity strategies addressing bullying or harassment.

- Implement policies and training for Education for Sustainable Development and Global citizenship.
- Encouraging Small and Medium Enterprises to be part of our delivery network.
- Contribute to community regeneration schemes to benefit the community in which we work.



Esther Barnes
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