

## Corporate Social Responsibility Policy

### **Our principles:**

- Our core purpose is to provide safe working environments for our customers, their employees and visitors through ensuring best practice security and surveillance services. We shall provide this through ensuring legal compliance and high levels of training and awareness for all our security officers.
- Wider than our core purpose we recognise that we must integrate our own business values and operations to meet the expectations of our stakeholders. They include our customers and their customers (whom our security services protect), our employees, regulators (for example the Security Industry Association), our suppliers, the community in which we work and the environment.
- We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We demonstrate how we deliver these responsibilities through our actions and within our corporate policies. We are an ISO9001:2008 and ISO14001:2004 registered company for our quality and environmental management systems, and a SAFEcontractor accredited organisation for our occupational health and safety systems.
- We 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
- We shall be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development
- The Managing Director is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance to this policy rests with all employees throughout the company

### **Our partnership focus:**

#### *To the Environment:*

- We strive to improve our environmental performance through implementation of our Environmental Policies and our ISO14001:2004 certified environmental management system. Whilst assuring our own legal compliance and commitments to pollution prevention and resource efficiency we will also work with our customers to improve their environmental performance eg by using renewable or low carbon sources of energy for security gate posts and site based transportation.

#### *To the Local and National Community:*

- We encourage dialogue with local communities for mutual benefit and we shall support and encourage our employees to help local and national community and voluntary organisations.



- We ensure that our own activities protect communities and do not impact on them. As per our equality policy (below) we do not tolerate any form of inequality or harassment of others.

*To our Employees:*

- We protect the health, safety and welfare of our employees and other affected by our work, including the environment, through established health and safety management systems. We undertake risk assessments on all our activities with defined hazards. We implement and maintain risk control measures to reduce our risks as far as is reasonably practicable. We regularly monitor and review our health and safety performance to ensure compliance and continual improvement.

- We operate an equal opportunities policy for all present and potential future employees, and ensure that all persons affected by our work are treated as equals. We do not tolerate any form of inequality, unfair treatment or harassment to our own employees or by our own employees. We have defined disciplinary and grievance procedures to tackle issues of inequality.

- We offer our employees clear and fair terms of employment and provide resources to enable their continual development

- We maintain a clear and fair employee remuneration policy

- We maintain forums for employee consultation and business involvement

*To Our Customers:*

- We will consistently deliver customer requirements and enhance customer satisfaction through our mission of "Excellence Through Our People"

- Our customer services contracts clearly set out the agreed terms, conditions and the basis of our relationship

- We deliver our services to established Security Industry Association standards and related British Standards and other standards. We are certified by a UKAS accredited organisation, as part of our ISO9001:2008 and ACS approval for our security services.

- We actively monitor customer satisfaction and register and resolve customer complaints in accordance with our published standards of service

- We uphold the values of honesty, partnership and fairness in our relationships with stakeholders and we will operate in a way that safeguards against unfair business practices. We do not tolerate any form of bribery or corruption. We have made all our employees aware of this policy and where gifts are offered or received, we will ensure they are proportionate to the level of service agreed and do not form a bribe. All gifts, given or received, will be reported to the management team. We shall encourage suppliers and contractors to adopt responsible business policies and practices for mutual benefit.



*To All Stakeholders:*

- We ensure a high level of business performance while minimising and effectively managing risk. We shall demonstrate good governance of our finances, be open with our accounting practices and meet all legal and moral requirements of the financial regulators.

**Our Review Processes:**

We will regularly review our compliance to our Corporate Social Responsibility Policies, and the other policies and processes it upholds.

In line with our commitment to continual improvement, any recommendations for improvement are gratefully received.

This policy shall be reviewed by the management team following any change in requirements, performance review, otherwise at least annually and reissued every three years.

Signed

**Will Adams**  
**Managing Director**

**Integrity Security Group Limited**

**29 June 2017**