

## Corporate Social Responsibility Policy

### OVERVIEW

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We established our business to have a positive and lasting influence on society. We acknowledge that we have a responsibility to our clients, our employees and the wider community in which we operate. We are committed to:

- ✚ Creating a positive and supportive working environment
- ✚ Supporting our local communities
- ✚ Conducting ourselves responsibly and ethically
- ✚ Minimising the impact on our environment

### COMMUNICATION

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We communicate this policy to our staff and clients through our website, internal memo's and director/volunteer information packs upon induction into our company. We seek to raise awareness of any negative impacts of our business and methods to reduce them.

### RESPONSIBILITY AND OVERVIEW

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Eloise Barnett is the company's nominated officer and has overall responsibility for our CSR strategy and for implementing our policy. Sha has a key role in ensuring the systems and controls we have in place are effective.

All members of staff have a role to play in complying with our CSR objectives and are encouraged to make further suggestions in relation to initiatives we could undertake.

We are committed to ensuring our policy remains effective. As part of our ongoing commitment, this policy is reviewed at least annually to verify its effective operation. Records of the reviews are maintained, and any necessary amendments are made to the policy as appropriate.

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## OUR CSR PRINCIPLES

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### Our conduct

We pride ourselves on being compassionate, honest, approachable and creative. We aim to adopt the highest professional standards and not to act in such a way as to compromise our firm's integrity.

We actively promote tolerance and respect between our staff members in their dealings with each other, clients and other third parties.

### Our working environment

We know that our staff are our most important resource and we recognise that it is the calibre of our team that differentiates us from competitors. We actively seek to offer our staff a positive and healthy working environment and ensure that they have rewarding careers and job satisfaction.

We seek to ensure that all staff have access to the training they need for both their own development and to enable them to deliver a high-quality service.

We consider all staff members to be equal and we aim to create a working environment which is free of unlawful discrimination. In this regard, we maintain an Equality and Diversity Policy.

### Our community

In considering our impact on the community we resolve to highlight and respect the diverse needs of its members and seek to provide guidance and support in order to improve the community environment and support network for all. We will behave with integrity through engaging in consultation and contributing to the economic and social well-being of the area.

We run our parent and carer groups in village halls and community centres to ensure they are accessible and encourage the use of local facilities. We will operate in a way that does not affect the safety of those around us by working in partnership with councils, planning authorities and regulatory bodies.

### Our clients

We are committed to delivering a high level of service to all our clients. We understand that our business exists in a poorly funded market and in order to retain our clients we need to deliver a professional, cost-effective and courteous service.

Wherever possible, we take steps to promote equal opportunity in relation to access to the services that we provide. We take account of the diversity of the communities we serve in order to ensure that our services are accessible to all clients.

## Suppliers

We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealing with suppliers and other third parties.

We endeavour to enter into clear and fair contracts with our suppliers. We commit to the timely settlement of suppliers' invoices.

Wherever possible, we aim to support the local economy by contracting with local suppliers.

## Environment

We are committed to behaving responsibly and to minimising our impact on the environment. We aim to minimise our impact on the environment by:

- ✚ Minimising waste and adopting sensible recycling policies in respect of our paper and food consumption.
- ✚ Providing safe and comfortable working conditions
- ✚ Encouraging staff to walk or cycle to work
- ✚ Ensuring that electrical equipment and lights are off when not in use
- ✚ Ensuring that heating is turned off or down outside of office hours
- ✚ Creating resources that are durable and long-lasting to avoid waste
- ✚ Collecting donations of toys and equipment to use with, and distribute to, our clients.

## RESPONSIBILITY

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We acknowledge responsibility for this policy, including an annual review of the policy to:

- ✚ Ensure that it remains up to date, compliant and relevant to the needs of the organisation and its clients
- ✚ Verify it is in effective operation across the practice.

### Policy adopted by:

_____	_____	_____
Signature	Name	Date

_____	_____	_____
Signature	Name	Date