

Introduction

Corporate social responsibility (CSR) means that we take account of the impact of our activities on the environment, society and the economy. Our stakeholders include our customers, as well as our employees, suppliers, communities and society as a whole.

Aims

This policy is structured around five aims:

- To maintain strong business ethics.
- To manage our environmental impacts.
- To promote sustainable development through our procurement practices.
- To encourage our staff to be active citizens, committed to high performance and continuous improvement.
- To support the local community.

Aim 1: to maintain strong business ethics

We want to continue to be an organisation that provides the highest levels of customer service whilst embodying high ethical standards and engendering mutual trust and respect among our stakeholders.

We will achieve this through:

- Meeting, and where possible, exceeding all relevant legal requirements.
- Behaving with honesty and integrity in all activities and relationships with others.
- Acting ethically and fairly at all times in our dealings with our stakeholders.
- Maintaining internal controls that are adequate to ensure standards are met.

Aim 2: To manage our environmental impacts

We want to continue to be an organisation that improves its environmental performance continually, prevents pollution, and complies with, and where possible exceeds, applicable environmental legislation.

We will do this through:

- Achieving certification to ISO 14001 (an international environmental management)
- Making the most efficient and effective use of all resources, encouraging all staff to develop a sustainable approach to their work
- Minimising carbon emissions from business travel by avoiding unnecessary travel and travelling by public transport unless there are reasons why this is not practicable or if there are circumstances where travel by public transport would impede efficiency or effectiveness
- Promoting sustainable modes of transport for coming to work
- Identifying and implementing cost-effective measures to reduce energy and water consumption

- Reducing the amount of waste generated and disposed to landfill through a waste minimisation and recycling programme
- Managing our grounds in an environmentally and biodiversity –sensitive manner.

Aim 3: To promote sustainable development through our procurement practices

We want to continue to be an organisation where our procurement practices deliver value for money from non-pay spend and improvements in areas such as human rights, greenhouse gas emissions, community relations and product recycling.

We will do this through:

- Implementing our sustainable and socially responsible procurement policy that includes consideration of CSR in all evaluations of tenders.
- Working with our suppliers, to help us achieve our sustainable and socially responsible procurement policy aspirations in the delivery of our products and services.
- Supporting the principles of fair trade, and aim to purchase only fair trade products for meetings through our catering provider where possible

Aim 4: To encourage our staff to be active citizens, committed to high performance and continuous improvement

Our continued success depends on the expertise, talent, interpersonal skills and proactivity of our people. To be regarded as effective we need to be responsive to, and trusted by, our stakeholders. We aspire to empower and appreciate each other and operate with the principles of fairness and integrity at all times.

We will seek to achieve this aim through implementing our People Strategy³, which articulates our overarching principles in relation to people management. It identifies the following aims: □ Promote an organisation culture that embodies customer ethos and values

- Attract and retain high calibre people
- Enable people to achieve their full potential in delivering PSS's success, and encourage creativity and innovation in appropriate circumstances
- Provide people with a healthy, safe working environment in which individuals are treated with respect.

Aim 5: To support the local community

We want to be an organisation that continues to undertake initiatives aimed at helping local communities, the communities in which our staff belong.

We will do this through:

- A volunteering policy that enables staff who wish to undertake voluntary activities to do so
- Enabling our staff to continue to support charitable organisations every year through payroll giving, voluntary fundraising activities and giving them the time and opportunity to participate in charitable events.

Monitoring and review

We will review at management review meetings on an annual basis.

P. Beauchamp:
Managing Director



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