

# Corporate Social Responsibility Policy



<b>Responsible Manager</b>	<b>Director of Development</b>
<b>Issue Number</b>	<b>V2.0</b>

## Summary of Key Points

The Charity is an organisation that aims to make a positive contribution to society. Corporate social responsibility (CSR) can help us achieve our aim by focusing our attention on issues and behaviours where we believe our actions can help.

As a charity at the forefront of social action the charity believes that we should lead by example. This means acting in a way that is ethically correct to help give back to society for the sake of generations to come. We also achieve benefits from CSR by nurturing our skills and increasing team work across our organisation, whilst doing something positive for our community.

This Policy lays out the commitments the charity has to CSR, and summarises the actions the charity will take to ensure it is operating in a socially responsible manner.

The CSR Policy provides a reference guide for all employees, clients, customers and stakeholders, drawing together the major elements which influence the conduct of its business and its relationships with the environment and society within which it works.

The Chief Executive and Board of Trustees are responsible for the implementation of this policy and ensuring that resources are made available to meet our corporate responsibilities

Monitoring each of the underlying policy commitments is the responsibility of the Senior Management Team to ensure that our performance in respect of this policy is consistently achieved. To this end the policy will be reviewed annually.

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## 1 Code of Business Ethics

This code applies to all of the operations of the charity and its subsidiaries and sets out the minimum standards which the Board of Trustees expects from employees in their internal and external dealings with colleagues, customers, stakeholders and partners.

### 1.1 Basic Standards of Conduct

- a) We will conduct every aspect of our business with honesty, integrity and openness, respecting human rights and the interests of our employees, customers and partners.
- b) We will respect the legitimate interests of partners with whom we have dealings in the course of our business.
- c) We will maintain the highest standards of integrity – for example, we will not promise more than we can reasonably deliver or make commitments we cannot or do not intend to keep.

### 1.2 Employees

The Charity:

- a) Is committed to creating and maintaining a safe and healthy working environment for its employees.
- b) Will strive to create a workplace in which there is mutual trust and respect and where every person feels responsible for the performance and reputation of our company.
- c) Will respect the individual and each other's rights, customs and traditions including the right to freedom of association and the right to decide whether or not to join a trade union and will negotiate in good faith with the properly elected representatives of its employees.
- d) Will work towards achieving a diverse workforce, recruiting, employing and promoting employees only on the basis of objective criteria and the qualifications and abilities needed for the job to be performed.
- e) Will maintain good communications with employees through our information and consultation procedures.
- f) Will assist employees in realising their potential.
- g) Will encourage and support employees in their attempts to fundraise and take up volunteering opportunities, positively and proactively recognising achievement in this area as part of the learning and development plan.

### 1.3 Clients

- a) The Charity is committed to providing safe, value for money, high quality, consistent, accessible and reliable services to its clients.

## 1.4 Business Partners and Stakeholders

- a) We aim to develop strong relationships with our suppliers, stakeholders and others with whom we have dealings, based on mutual trust, understanding and respect.
- b) In those dealings, we expect our partners to adhere to business principles consistent with our own.
- c) Other members of the charities group will conduct their operations in accordance with the principles of fair competition and applicable regulations.

## 1.5 Compliance with Law

- a) All members of the group will comply with the laws and regulations applicable wherever they do business. Appropriate training will be provided for employees as necessary.

## 1.6 Business Integrity

- a) No member of the charities group shall offer, give, seek or receive, either directly or indirectly, inducements or other improper advantages for business or financial gain, and no employee may offer, give, seek or receive any gift or payment which is, or could be construed as such. If an employee is in any doubt as to whether he or she may accept an offer, that employee should discuss the issue with his or her manager, and the Chief Executive
- b) The Charity accounting and other records and supporting documents must accurately describe and reflect the nature of the underlying transactions.
- c) No undisclosed or unrecorded account, fund or asset will be established or maintained.
- d) The Charities Group will not facilitate, support, tolerate or condone any form of money laundering.

## 1.7 The Environment

- a) The Charity is committed to making continuous improvement in the management of its social and environmental impact.
- b) We will work with our partners to promote environmental care, increase understanding of local social and environmental issues and disseminate good practice.

## 1.8 Community Involvement

- a) The Charity strives to be a good corporate citizen and to fulfil our responsibilities and deliver real social impact to the societies and communities in which we operate

## 1.9 Conflicts of interest and confidentiality

- a) Whilst the charity respects the privacy of its employees, all employees are expected to avoid personal activities and financial interests, which could conflict with their responsibilities to the charity.
- b) The Charity employees and consultants must not seek gain for themselves or others through misuse of their positions or company property.
- c) All actual and potential conflicts (including those arising from the activities or interests of close relatives or partners) should be disclosed to and discussed with an employee's line manager or at the recruitment stage.
- d) Information received by anyone in the course of his or her employment must not be used for personal gain or for any purpose other than that for which it was given.
- e) Where information is confidential, that confidentiality must be respected.

## 2 Employment

In formulating its employment policies, the charity is guided by the framework established by ACAS which encourages companies to foster openness, sustainability and respect for employee rights. Our employment policies cover all employees of the charity and members of the charities group.

### 2.1 Equal Opportunities and Diversity Policy

- a) The Chief Executive and Board of Trustees of the charity are committed to equality of opportunity both in the provision of services to the public and as an employer. This policy sets out the charities commitment to treat equally and with fairness at all times its employees, customers, partners, stakeholder's contractors and those who come into contact with the company.
- b) The Charity is committed to seeking continuous improvement and compliance with legislation based on the following principles:
  - Everyone has the right to be treated with dignity and respect.
  - We will not discriminate on the grounds of race, gender, disability, nationality, religion, philosophical belief, political belief, age, sexual orientation, family status, trade union activity or any other factor.
  - We will adopt fair and inclusive practices throughout our operations and will seek to eliminate all prejudice, discrimination, bullying and harassment.
  - All employees have a personal responsibility for the practical application of this policy in their day-to-day activities and must support the policy at all times.
  - Non-compliance with this policy will be treated seriously and will not be tolerated.
- c) The Chief Executive and Board of Trustees of the charity are required to ensure:

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- They create a productive and safe working environment, promoting diversity and inclusion in their workforce.
  - They develop new practices, as appropriate, to ensure all employees, contractors and customers are treated fairly.
  - They can demonstrate continuous improvement in practices to promote diversity and equal opportunities for all.
- d) The Charity will take all reasonable steps to ensure that our buildings and premises are accessible to disabled employees, customers and visitors as required by the Disability Discrimination Act (DDA).
- e) The Charity will also take reasonable steps to ensure that our vehicles that are accessible to clients and employees comply with all relevant legislation.
- f) All recruitment will be carried out with regard to fairness, equality and consistency for all candidates at all times. Recruitment practices will be inclusive and the charity will endeavour to ensure there are no barriers to employment of suitable candidates.
- g) The Charity will provide employees with the necessary guidance and training to ensure the effective implementation of this policy and to ensure the charity is an inclusive employer and service provider.
- h) Any employee who feels that he or she has grounds for complaint in relation to bullying, discrimination, harassment or victimisation has the right to pursue the complaint through our grievance procedures.

## 3 Human Rights

3.1 The Charity supports the principles of the United Nations Universal Declaration of Human Rights and the International Labour Organisation Declaration on Fundamental Principles and Rights at Work. The charity will adhere to the following principles in respect of our employees:

- a) We will treat all employees fairly and honestly, regardless of where they work.
- b) The Charity will pay a fair wage reflecting local markets and conditions. We will always meet any national minimum wage.
- c) Working hours shall not be excessive. They shall comply with industry guidelines and national standards where they exist.
- d) We will not employ illegal child labour, forced or bonded labour, forced overtime or condone illegal child labour.
- e) Employees have the rights of freedom of association and collective bargaining. We respect the right of our employees to choose whether or not to join a trade union without influence or interference from management.
- f) We will negotiate in good faith with the properly elected representatives of our employees.
- g) We will abide by the non-discrimination legislation

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- h) We will not use or condone the use of any mental or physical coercion or verbal abuse. We have disciplinary procedures for any employee whose conduct falls below the required standard.
- i) We have formal grievance procedures through which employees can raise personal and work-related issues.

## 4 Customer and Community

### 4.1 Customers

Our vision is support young people and families to maximise their potential.

The Charity will:

- Act in accordance with fair business, marketing and advertising
- Respect the human rights of our clients.
- Provide transparent and effective procedures that address customer complaints and contribute to fair and timely resolution of disputes without undue cost or burden.
- Not make representations or omissions nor engage in any other practices that are deceptive, misleading, fraudulent or unfair.
- Respect client privacy and provide protection for personal data in accordance with the relevant legislation.

### 4.2 Stakeholders

We are committed to maintaining open and regular dialogue with all our stakeholder groups in matters that affect their interests.

### 4.3 Suppliers

#### Ethical Purchasing Policy

- a) We purchase a wide range of goods and services required in the operation of our business and we also rely heavily on a number of key suppliers for the delivery of our core services. Good working relationships with our suppliers are therefore central to the success of our business. For this reason, we clearly state our purchasing policy as part of ensuring that our business standards are integrated throughout the supply chain.
- b) We are committed to obtaining and retaining competitive goods and services while at the same time ensuring they are from sources which have not jeopardised human rights, safety or the environment.
- c) We aim to develop strong relationships with our suppliers, based on mutual trust, understanding and respect.
- d) More specifically we expect our suppliers to:

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- Adhere to business principles consistent with our own.
- Ensure that their products and services are produced and delivered to comply with all legislation relevant to their business.
- Seek to maintain continuous improvement in their supply chain relationship with us.
- Ensure they adopt and implement acceptable safety, environmental, product quality, product stewardship, labour, human rights, social and legal standards in line with our own code and to ensure these issues are acceptably managed within the supply chain for any products supplied to us.

e) We will seek to work with our key suppliers to:

- Develop long-term meaningful relations to the benefit of both parties.
- Improve the quality, environmental performance and sustainability of goods and services where this can be achieved to the benefit of both parties.

## 4.4 Community

As a charity, we provide an essential service to the young people within the local communities that we serve. We play a role in connecting people with each other, with other communities and key community services. The operation of our services touches on all members of the community with the potential to impact positively on quality of life.

Our relationships with the local communities we serve are therefore very important to us and are an essential part in the growth of our business. When developing our services, we have a role to play in improving services for the community as a whole and not just our individual customers.

Through our community strategy, we therefore engage with the community at a range of levels as customers, stakeholders, partners, neighbours, potential employees, businesses and residents. Through our community strategy, we seek to play our part in promoting socially inclusive policies, encouraging the young and disadvantaged and helping other members of the community and the disabled.

In line with our core values, our community strategy incorporates the following elements:

- Engagement with the local communities in which we operate on the quality of our services and any changes to those services.
- Working with local authorities, businesses and other interested parties to promote our services and opportunities.
- Offering employment opportunities to all sectors of the community through non-discriminatory policies and promoting opportunities to disadvantaged and vulnerable groups.
- Promoting engagement between our employees and the community.
- Improving the environment in and around our operations.



- Promoting broader opportunities for workplace learning.
- Supporting local initiatives for the development and education of young people in the areas we serve.

## 5 Environment

Our policy is to strive to achieve continual improvement in environmental performance.

### 5.1 Environmental Policy

Our detailed Policy is available and reviewed regularly. It includes a commitment to:

- Preventing pollution and reducing the overall impact of our operations on the environment.
- Maintaining an internal management structure for the management of environmental issues which includes clearly defined responsibilities for environmental management capable of delivering this policy commitment complying with, and where possible exceeding applicable legal and other requirements relating to the organisation.
- Monitoring our environmental performance and setting objectives and targets for improvement.
- Providing appropriate training and awareness programmes for our employees.

### 5.2 Climate Change Policy

The Charity maintain a Climate Change Policy that is reviewed regularly. It demonstrates the charities commitment in the following:

- To assess the potential impact to our business from evolving climate change policies as part of our on-going risk management processes.
- To work actively with our suppliers to improve the fuel efficiency of our vehicles.
- To actively promote improved energy efficiency and fuel efficiency within our business.

## 6 Equality and Diversity

No employee will be treated less favourably or discriminated against or suffer a detriment as a result of this policy. If any employee feels that they are discriminated against, they should first raise the matter with their manager or use the Grievance procedure.

## 7 Associated CXK Policies

- Equality and Diversity Policy
- Recruitment Policy
- Workforce Development Policy
- Grievance Policy
- Data Protection Policy
- Disciplinary Policy
- Environmental and sustainability Policy
- Ethical Purchasing Policy
- Climate Change Policy
- Health and Safety Policy
- Use of Company Vehicles Policy