

# Corporate Social Responsibility Policy

## General statement

We acknowledge that running our business has an effect on society. We have a responsibility to our clients, our employees, and contractors as well as the broader community in which we operate.

We are committed to taking responsibility for our actions and encourage a positive contribution towards improving standards for our clients and employees, minimising our impact on the environment, and improving the quality of the local community.

By putting CSR into practice, we are committed, wherever possible, to:

- Conducting ourselves responsibly and in an ethical manner
- Creating a positive and supportive working environment
- Supporting local communities
- Improving service levels to clients
- Acting fairly in our dealings with suppliers and other third parties
- Minimising the impact on our environment.

## Aims and Objectives:

- Conduct
  - We aim to adopt the highest professional standards and conduct ourselves in a manner to preserve the integrity of PSP.
  - We actively promote respect between our staff members in their dealings with each other and with clients and other third parties.
- Our working environment
  - We recognise that our staff are our most important resource. We actively seek to offer our staff a positive and healthy working environment and ensure that they have rewarding careers and job satisfaction.
  - We maintain a Staff Handbook and a Policies and Procedures Manual which set out the policies, rights and expectations of all members of staff.
  - We seek to ensure that all staff have access to the training they need both for 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.
- Our community
  - In considering our impact on the community we have resolved to sponsor or otherwise support local charities.
  - PSP actively supports the Ordinary To Extraordinary Charity which supports and betters the lives of life-limited and terminally ill children and their families. [www.o2e](http://www.o2e) As we are a global community, PSP has also chosen to support Compassion UK which aims to improve the lives of children and their families in the developing world.
  - We will allow members of staff time off work to enable them to carry out work in support of their chosen charity and to encourage dialogue with local communities and groups for mutual benefit.



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- Our clients
  - We are committed to delivering a high level of service to all our clients. We understand that our business exists in a very competitive market and in order to retain our clients we need to deliver a professional and courteous service.
- Suppliers
  - We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings 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 procedures in all aspects of the company
    - 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
    - We are committed to be carbon neutral with the SME Climate Hub and where we cannot reduce our emissions further we are supporting tree planting and education in the UK and in Africa.

## Responsibilities and Review:

PSP's nominated officer, Lyall Wade, has overall responsibility for our CSR strategy and for implementing this policy. This policy is communicated to our staff, clients, and other stakeholders by means of our website, Onedrive, Teams and emails.

We are fully committed to the highest possible standards of openness, honesty and accountability. We actively encourage all staff members who have serious concerns about any real or perceived departure from the high ethical standard that we set to voice those concerns openly. 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, compliant, and relevant. As part of our ongoing commitment, this policy is reviewed annually.

