

# The Keyholding Company

## Corporate Social Responsibility

### **CSR Policy**

As Approved Contractors, our aim is to protect the public. As a responsible supplier, we believe that the long-term future of the company is best served by respecting the interests of all our employees, our network members, clients, and the wider community. We look actively for opportunities to improve the environment and to contribute to the wellbeing of the communities in which we deliver our service.

Our CSR policy sets out the principles we follow and the programmes we have developed to focus on the areas where we have significant impact or influence.

### **Principles**

#### **Shared responsibility**

Social and environmental responsibility involves everyone. We aim to develop and implement social and environmental policies which fit in with our everyday activities and responsibilities.

#### **Honesty and accountability**

We will communicate our environmental policies, objectives and performance openly and honestly to our employees and to others with an interest in our activities, including clients and interested parties. We will encourage them to communicate with us and will seek their views.

#### **Sustainable progress**

We are committed to improving our performance. We will consider technical developments, changing scientific evidence, costs and client concerns and expectations in the development and implementation of all new social and environmental policies and procedures. We will monitor our performance, set objectives for improvements and report our progress.

#### **Demonstrable compliance**

As a minimum, we will meet or exceed all relevant legislation. Where no legislation exists, we will seek to develop and implement our own appropriate standards.



## **Programmes**

### **Environment**

We will take all reasonable steps to manage our operations so as to minimise our environmental impact and to promote good environmental practice. We will set and follow high standards in service delivery, quality and safety. We will continue to promote responsible and sustainable methods of delivery; and review regularly our business practices and performance to identify how we can improve our energy efficiency, minimise emissions and reduce water usage, waste disposal, and use of virgin materials.

### **Relationships**

We will conduct our business relationships with integrity and courtesy and honour our commitments. Our aim is to build long-term relationships with our suppliers and provide support for small, local, service partners. We are committed to contracting fairly with all our suppliers and will communicate our responsible sourcing expectations to them in the areas of health, safety and worker welfare, sustainable service provision, and good environmental practice.

### **Communities**

We will build relationships with our client's, suppliers and the local communities we are part of by encouraging our Partners to consider the needs of others and involve themselves in public service. We will obtain a wide range of views on our social and environmental policies and performance.

### **Employees**

We will respect our employees and encourage their development and training. We will promote equality as differences in responsibilities permit and consider the interests of our employees including their welfare, health and safety. We aim to empower our employees and we will recognise individual contributions and reward our employees fairly. Our ultimate aim is the happiness of our employees through their worthwhile and satisfying employment in a successful business.

The Company's CSR Policy will be reviewed at least on an annual basis.

The Directors have ultimate responsibility for this Policy and though the Management team will direct this policy to you and other interested parties.



**Charlie Gordon Lennox – CEO**

Date: October 2018