



## Corporate Social Responsibility

### Our principles

At Clear Quality, we recognise that we must integrate our business values and operations to meet the expectations of our clients, in relation to customers, employees, regulators, investors, suppliers, the community and the environment.

We will:

- recognise that our social, economic and environmental responsibilities to our clients are integral to our business.
- aim to demonstrate our commitment to our responsibilities through our actions and within our corporate policies.
- take seriously all feedback that we receive from our customers, suppliers and other “interested parties” and, where possible, maintain an open dialogue with them to ensure that we fulfil the requirements of this policy

Debbie Whitehead is responsible for reviewing and approving the content and implementation of this policy and will help each department apply this policy through appropriate procedures, guidance, and monitoring. The Manager/Team Leader of each department within Clear Quality will oversee their team's adherence to this policy.

All staff are required to comply with the policy requirements and share responsibility for our performance in implementing it. Managers/Team Leaders will also be responsible for supporting staff in following through new skills which will develop them in their future work and career.

### Our Partnership Focus

We shall:

- strive to improve our environmental performance through the implementation of sustainable development and environmental policies.
- ensure a high level of business performance while minimising and effectively managing risk.
- operate an equal opportunities policy for all present and potential future employees.
- offer our employees clear and fair terms of employment and provide resources to enable their continual development.
- provide safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment.

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- provide, and strive to maintain, a clean, healthy and safe working environment.
- uphold the values of honesty, partnership and fairness in our relationships with clients and suppliers
- ensure our contracts set out the agreed terms, conditions and the basis of our relationship.
- operate in a way that safeguards against unfair business practices; and encourages our suppliers and contractors to adopt responsible business policies and practices for our mutual benefit
- We operate openly and honestly with our colleagues, clients and suppliers. We seek to develop positive and lasting relationships, are focused on ensuring the safety and quality of our services and are committed to clear communication. We seek and respond to the opinions of our colleagues and clients and maintain a Whistleblowing Policy for any serious concerns.

### **Supporting Local communities**

We recognise the social and environmental benefits of employing local people. We champion the use of local suppliers/Contractors (where possible) in the knowledge that this can make a positive contribution to the well-being of local communities. We support our people who take part in local charitable and volunteering activities.

### **Environmental responsibility**

Our Policy on Environmental Management explains how we seek to protect the environment by working towards the ISO 14001 standard. We support this ambition by working more efficiently, minimising our resource use and the environmental impacts of our resource use. Employees are encouraged to contribute to our environmental goals and follow environmentally responsible practices in their daily work.

### **Integrity**

We employ responsible and accountable business practices that encourage a culture of integrity and responsibility. We apply a zero-tolerance approach to acts of bid-rigging, mis-selling, bribery or corruption by any of our employees & Customers.

Approved by

Debbie Whitehead

CEO