

# Corporate, Social, and Ethical Responsibility Policy

## Definition

Corporate Social and Ethical Responsibility (CSER) is a concept whereby an organisation recognises that its business operations and processes may have an impact on social, economic, and environmental issues outside of the workplace. It also represents a commitment to ensuring and maintaining socially responsible behaviour in an organisation.

## Objective

Ecoserv Group will seek to sustain a business that is successful and respected in its ethical standing by our stakeholders. These include customers, staff, clients, investors, regulators, suppliers, and the community. We embrace the role our business plays on a day-to-day basis in contributing to a better society.

## Policy

We are aware that the running of our business will, in many ways, affect our place of work, the community and the wider environment in which we operate. We believe that the way we run our business can and should make a positive difference in these areas and we aim to ensure that continued efforts are made to achieve that.

## Integrity and Consideration

Ecoserv Group will show respect for, and value, all individuals. We embrace diversity and welcome and respect our differences because we benefit from different perspectives, experiences, and ideas.

Our corporate social responsibilities are identifiable in the following areas:

### Environment

Regarding the business' impact upon the environment, we are committed to:

- Reducing our carbon footprint across all areas of the business
- Essential printing only.
- Reducing the amount of waste produced by the business.
- Ensuring that water and electricity is used responsibly by our staff.
- Recycling materials as extensively as possible.
- The use of technology to lessen the need for travel.
- Measuring and managing of vehicle fleet and company drivers to ensure that we can apply measures to reduce our vehicle emissions and carbon footprint.

## **Commitment to our customers**

Ecoserv Group is dedicated to showing our commitment to all of our customers through the provision of focused and dedicated services and by working together in a partnership ethos of honesty and transparency. We will add value to our relationships by providing value and insights. We will start each new customer relationship from a position of trust. We will then further develop that relationship through pro-active engagement.

## **Our employees**

Ecoserv Group always strives to ensure that all our staff are fully informed of our Policies and Procedures, and we encourage them to share their ideas with us on any internal processes affecting them. We maintain an open and honest approach to all our communications with our staff.

The mental and physical wellbeing of our staff is at the foremost of everything we do. All of our staff have direct access to our dedicated Wellbeing Partner, Health Assured. They are the largest independent employee assistance programme in the UK and this partnership provides our staff with 24/7, 365 access to a dedicated wellbeing helpline with all calls answered by experienced in house counsellors.

## **Charitable/Community work**

Ecoserv Group is enthusiastically supportive of becoming involved in community initiatives and charitable work. We do this in the form of sponsorship, donations to national and local charities which may be suggested by our staff, and the funding of community projects. Every suggestion is given due consideration.

## **Education**

We recognise the importance of education in our community and supporting individuals during this process is key to advancement. We actively encourage our employees to take up training courses, often funded by ourselves, and we offer several work experience placements in partnership with local schools.

Ecoserv Group has a dedicated online Training Diary where staff are encouraged to join various refresher courses.

## **Our Ethical Approach**

Ecoserv Group is built upon a professional code of ethics and principles that clearly identify what is right and what is wrong. Our internal values are a formative part of our corporate structure which shapes our decisions with respect to both the internal and external environment.



Our values are based on a moral and professional approach to honesty and fairness to all stakeholders internal and external through a partnership which will drive the advancement of ethical human resource methods.

### **Equal Opportunities**

We are committed to providing an environment of equal opportunities for all members of our workforce. No account of any of the protected characteristics set out in the Equality Act 2010 shall be taken to a detrimental effect in any decision involving recruitment, promotion, provision of facilities etc.

Ecoserv Group will ensure that freedom from discrimination on the grounds of race, religion, sex, age, or disability applies across every facet of our business.

### **Business Partnerships**

We will strive to engage with local suppliers and businesses where possible to meet the needs of Ecoserv Group, so that we are able to support businesses within our area and decrease our carbon footprint. Additionally, by working with local businesses, we can help stimulate local economies

#### **The Living Wage Foundation**

Ecoserv Group fully supports Living Wage Foundation in its goal of a socially acceptable level of income to allow our employees to earn enough income for a satisfactory standard of living. also encourage our clients, current and potential to support our endeavours.

### **Sustainability**

Ecoserv Group will always champion, support, uphold and strive to adopt systems and best practice that result in sustainable symmetry. We remain mindful and considerate and care about the techniques we adopt and the impact they may have on others and the world in which we live.

We will strive to ensure that our goods and services are produced in ways that we do not use any resources that cannot be replaced or harm or damage the environment.

In respect of our entire CSER initiative, we expect no lesser standards from our suppliers and business partners.

### **Our ongoing commitment**

Ecoserv Group is fully committed to the principle of CSER and aim to ensure that no relevant policy decisions are made within the business, without first evaluating the potential CSER impact.

A handwritten signature in black ink, appearing to be "JH Beukes".

Jean-Henri Beukes  
Chief Executive Officer  
20th February 2022