



## UNITRUST PROTECTION SERVICES (UK) LTD

### CORPORATE SOCIAL RESPONSIBILITY POLICY

#### Forward

UniTrust takes great pride in its provision of a first class security service and strives to be the “provider of choice”. UniTrust aspires to provide the best service in terms of service offering, pricing and its level of customer service. However, to continue to enjoy commercial success UniTrust believes that it is essential to take its social responsibilities seriously. UniTrust recognises that Corporate Social Responsibility (CSR) issues are of increasing importance to our stakeholders and fundamental to the continued success of the business.

CSR issues that are material to UniTrust’s business are: -

**Relationship with Customers** – being responsive to customer needs and providing a high quality of customer service.

**Environmental impacts** – managing service provision in order to minimise the risk of pollution and waste.

**Employees and Ethics** – respecting the rights of the employee, providing good conditions of work and equal opportunities, improving employee satisfaction and through training and development enhancing the intellectual capital of the company. Implementing a Code of Conduct encouraging high standards of professionalism throughout the company and providing a framework to manage the risk of unethical behaviour.

**Health & Safety** – placing importance on Health & Safety matters and undertaking to conduct our business in such a way as to ensure the health and safety and welfare of all our employees, visitors and the general public in accordance all relevant legislation.

**Community Involvement** – charitable giving and active engagement with the local community through volunteering and other programmes.

**Suppliers and Partners** – treating suppliers fairly and driving environmental and social objectives throughout the entire supply chain.

Our policies in relation to these issues are as follows:

- Corporate Social Responsibility Statement
- Code of Conduct
- Equal Opportunities Policy
- Health & Safety Policy
- Donations Policy
- Environmental Policy
- Customer Relations Policy
- Grievance Policy and Procedure
- HIV/Aids

The CSR Policy outlines our key commitments to our employees, our customers, our local community, our environment and our suppliers.

The creation of the policy is simply the first step and I hope that as a business, we can continue to progress and enhance our social responsibility efforts in the years to come.

## **Introduction and Objectives**

1. Legal conformance – adhere to all relevant legislation
  - a. *Sustainability* – taking into consideration economic, environmental and social issues in carrying out the provision of our service.
  - b. *Economic* – We consider the potential impact of our service on the local economy. We make a profit in order that we continue to operate, to employ people and to create a safe environment in which people can live and work.
  - c. *Social* – we seek to encourage social inclusion in the communities which we operate in and to operate in an ethical manner with all stakeholders. We strive to manage our activities in a safe manner and to protect the health and welfare of our employees and clients. We also seek to develop the skills and experience of our employees and to offer opportunities for advancement.
2. Continual improvement – by reviewing performance
3. Reporting on our performance – yearly report to the Management Review Meeting (February).

In support of these principles, we have adopted the following policies. We manage our Social and Environmental impact in accordance with our:

- Code of Conduct Policy
- Customer Relations Policy
- Equal Opportunities Policy
- Health & Safety Policy
- Donations Policy
- Grievance Policy and Procedure

- Environmental Policy
- HIV/Aids

### **Implementation**

We balance our different CSR priorities within the context of the business environment in which we operate.

Our CSR policy is lead from the top and there are defined responsibilities for implementation and review of policies.

### **Monitoring**

Progress against CSR objectives is monitored by the Board. Our policy is reviewed yearly at our February Management Review Meeting to suggest areas for improvement and extensions to the scope.