

# Corporate Social Responsibility

## Introduction to our principles

We believe that a commitment to the principles of corporate social responsibility (CSR) not only makes good business sense but also complements our core business strategy and corporate values.

Our policy is based on the following principles:

- To minimise the impact and maximise the benefits that our work has on the environment and people around us.
- To integrate our CSR considerations into all our business decisions.
- To comply with, and exceed where practicable, all applicable legislation, regulations and codes of practice.
- To review, annually report, and to continually strive to improve our CSR performance.

## Overview of our policy

In developing our strategy and setting out our policy for the first time we aim to deliver gradual but continuous improvements in our performance every year. As a result, our approach continues to evolve as we learn lessons along the way. To help define our policy we have divided it into three key areas:

- **People:** Finding, supporting and developing great people throughout their HTFT journey
- **Environment:** Managing our impact on the environment in a responsible and ethical manner
- **Sustainable business:** Building and maintaining the highest standards amongst our customers and partners

## People

### What we believe

- We believe that we should remain an employer of choice.
- We want our people to be developed and grow in their roles whilst making a valued contribution to the success of the business by providing internal and external job specific training.
- We believe in valuing the contribution of every employee.
- We believe in breaking down barriers to employment and giving candidates with potential the support to be ready to work
- We are committed to a policy of Quality Assurance throughout all activities of HTFT Partnership and sets goals and quality objectives in all areas to ensure a focus on continual improvement.
- We recognise that the health and safety of our staff is paramount.
- We believe that organisations have a responsibility to respect all human rights and we will take positive steps to avoid passively or actively allowing human rights abuses to take place in the workplace or within our spheres of influence.

### How we deliver on our beliefs

- We provide employees with fair wages and a full range of additional benefits.
- We hold monthly and annual meetings with the staff team where Company performance and other matters of interest or concern are discussed. Topics include financial performance, new business successes, employee news and CSR updates.
- We recognise and respect the need to balance work and other commitments so ensure that members of staff are asked to work no longer than necessary to fulfil their duties.
- To allow individual flexibility staff are eligible at the end of the year to trade up to 2 days of holiday.
- We provide annual staff appraisals to ensure that we review the training needs within every team.

### Proof of our beliefs

- We currently employ two apprentices, and are committed to their development

## Environment

### What we believe

- We recognise that our activities impact on the environment and take all reasonable steps to reduce that impact.
- We aim to continually reduce our carbon footprint.

### How we deliver on our beliefs

- We encourage video conferencing and telephone conference calls to reduce the need to travel to meetings.
- We have moved the majority of our training online to reduce our carbon footprint

### Proof of our beliefs

- We recycle paper, cardboard, toner cartridges, light bulbs, plastic bottles and drinks cans.

## Sustainable business

### What we believe

- We believe that customers have the right to be treated with respect, for issues they raise to be addressed, for their engagements with us to be conducted efficiently, professionally, safely and ethically and for them to have the information they need for us to become their supplier of choice.

### How we deliver on our beliefs

- We maintain all personal information highly securely and exceed all data protection standards.
- We will ensure customers are able to make decisions on the basis of free choice and give them the information they need to make their decisions to purchase.

### Proof of our beliefs

- We do not engage in practices that are deceptive, misleading, fraudulent or unfair, unclear or ambiguous, including omission of critical information.
- We have strong measures in place to ensure customer satisfaction at all times. This includes close monitoring of feedback/questionnaires and responses to ensure a continuous cycle of improvement.