

Last Reviewed: 22/08/25

Next Review: 21/08/26

CORPORATE SOCIAL RESPONSIBILITY POLICY

A) DEFINITION

Corporate Social Responsibility (CSR) 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 across the organisation.

B) OBJECTIVE

We seek to sustain a business that is both successful and respected for its ethical standing by all stakeholders. These include customers, 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.

C) 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.

Our corporate social responsibilities are identifiable in the following areas:

1. Environment

With regard to the business' impact upon the environment, we are committed, amongst other initiatives, to:

- **Comply** with an aim to exceed all relevant UK environmental legislation and regulatory requirements.
- **Reduce emissions** and fuel usage from field operations by optimising travel routes, vehicle maintenance, and investing in low-emission vehicles where feasible.
- **Minimise waste** generation on-site and in offices, with a focus on reusing and recycling materials.
- **Prevent pollution** by implementing best practices during excavation, repair, and replacement works to protect water quality and surrounding ecosystems. Only use licensed and approved organisations to dispose of waste
- **Promote efficient water use** and actively reduce water losses during our repair operations.
- **Conserve resources** by using sustainable products and materials wherever possible.

2. Charitable/community work

Our organisation is keen to support and become 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.

3. 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 a number of work experience placements in partnership with local schools.

4. Our employees

Involvement: We keep our staff fully informed of our policies and procedures and we encourage them to share their ideas with us on both internal processes affecting them, and the way our service is provided to customers/clients. We maintain an open and honest approach to all of our communications.

5. 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. See our Equal Opportunities policy for more detail in this regard.

6. Business partnerships

We will strive to engage with local suppliers and businesses where possible to meet the business' operational needs, in order to support businesses within our area and decrease our carbon footprint.

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

D) ONGOING COMMITMENT

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

This policy will be reviewed annually to ensure its relevance and effectiveness. Progress against our CSR commitments will be monitored by management and communicated to employees and stakeholders as appropriate.

Signature: *N Mambury*

Date: 22nd August 2025

Position: Managing Director

The latest version of this policy is made available via Talboys Utility Services (Oxford) Ltd documents on Bright HR