



## Human Capital Services Corporate Social Responsibility Policy

### Introduction

Corporate Social Responsibility (CSR) is a concept that describes how organisations integrate social and environmental concerns into their business operations and into their interaction with their staff, their clients and other external stakeholders on a voluntary basis.

Human Capital Services is committed to adopting best practice in this area, and intends that CSR should become embedded, where appropriate, into its policies and practices, to the benefit of staff as well as the wider community.

### Policy Objective

To provide guidance and direction to all staff on optimising opportunities in the area of CSR such that HCS employees provide benefit to the local community, whilst benefitting from the experience and whilst extending the value of the HCS brand.

### Our CSR Strategy

Human Capital Services will seek to achieve corporate and social objectives by focusing on seven strategic areas:

- **Customers:** we aim to provide our customers with certainty with transparency, by offering them simple, relevant and practical advice they can trust.
- **Environment:** we are responsible for managing our own impact on the environment and using green resources wherever possible.
- **Our people:** we involve our people in creating a great place to work and a company of which they can be proud.
- **Community:** we are a responsible corporate citizen, taking account of the impact of our activities on the communities in which we operate.
- **Standards of Business Conduct:** we ensure that in everything we do, we meet the highest standards of business conduct.

- **Diversity and human rights:** we value, respect and celebrate diversity for our people, our customers and those we work with.
- **Suppliers:** we are clear and consistent with our suppliers about what we expect of them and what they can expect of us.

## Guiding Principles

Human Capital Services recognises that we must integrate our business values and operations to meet the expectations of our stakeholders. They include customers, employees, suppliers, the community and the environment.

- We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to business.
- We aim to demonstrate these responsibilities through our actions and within our corporate policies.
- We take seriously all feedback, complaints and compliments that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We shall be open and honest in communicating our policies, strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.
- Human Capital Services will, where reasonable, make the necessary resources available to realise our corporate responsibilities. The responsibility for delivery lies with all employees.
- Human Capital Services will ensure that employees regularly commit to providing pro bono services to a variety of community groups in the local environment which might not otherwise benefit from such advice, support and involvement.
- In relation to community involvement, Human Capital Services will identify a charity each year and staff will work together to raise funds and aid the charity as and when possible in a practical way.
- Human Capital Services will only support programmes which are inclusive in nature and reach across all social and community backgrounds. Support will not be given to individuals or groups with political or sectarian connections.

## Reporting

CSR activity undertaken by all employees will be reported to Human Capital Services management team. The Human Capital Services Board will on a regular (at least annual) basis, review and update as necessary.

CSR activity will be publicised both via internal communications, and externally as appropriate, through a variety of media.