

SAMPLE CORPORATE SOCIAL RESPONSIBILITY POLICY

Before adopting an appropriate version of this policy, companies should take appropriate professional advice to ensure that their legal and other obligations will be met.

Introduction to Corporate Social Responsibility (CSR)

CSR refers to the way in which businesses regulate themselves in order to ensure that all of their activities positively affect society as a whole. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic and environmental impacts of what they do as a business. Businesses should meet, and aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, the company should ensure they carry out best practices anyway.

(Your company name) are committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

Who we are and what we do

In this section you should introduce the company name and what the business does. You could outline the company values and a mission statement (if you have one). You could also include other information such as who the company's main stakeholders are, who is affected by the work that the business carries out, employee numbers/ business size, sales or turnover, profit, market share, etc.

Looking after Employees

To retain loyal and productive staff, it is vital to maintain a good working environment. In this section, you could refer to any of the following:

- *What you have done to meet/ exceed legislation such as being an Equal Opportunities Employer as per the Human Rights Act 2010, or what you have done in line with the Modern Slavery Act 2015.*
- *Any health and safety policies, procedures or training your company has in place.*
- *Staff training, appraisals and personal development.*
- *What you do to clearly communicate with staff.*
- *Pay and benefits, i.e. are staff paid correctly and on time, do wages meet/ exceed the National Minimum/ Living Wage, do employees get a good pension, and are there any other benefits (e.g. healthcare or dental plans, company car or phone)?*
- *What the company does to ensure that any HR issues are dealt with appropriately.*
- *Anything else that the company does to look after their workforce e.g. teambuilding activities, free fruit, etc.*

Looking after Customers

It is so important to look after your customers, to make sure that they have a positive and lasting impression of your business. In this section, you could refer to any of the following:

- *What your company does to improve customer satisfaction and retention.*
- *What your company does to ensure the safety and quality of your products and services.*
- *How your company commits to clear communication with customers.*

Suppliers' Standards

It is vital to ensure that you use good suppliers and maintain a good working relationship with them. In this section, you could include information on any of the following:

- *Do your suppliers have evidence that they adhere to the Modern Slavery Act 2015?*
- *Do your suppliers operate in line with the Bribery Act 2010?*
- *Do you use any local suppliers?*

- *Are you committed to paying your suppliers properly and on time?*
- *Have your suppliers got a CSR policy in place?*
- *Being committed to clear communication with suppliers.*

Protecting the Environment

It is important to commit to reducing the environment impact that your business activities may have. In this section, you could refer to any of the following:

- *How you show commitment to and monitor waste reduction, re-use and recycling.*
- *Whether you measure water usage or implement any water saving measures.*
- *The types of materials used within the business, whether they are recyclable or can be made from recycled material.*
- *Encouraging greener transport by doing any of the following:*
 - *Encourage staff to walk, cycle, car share or use public transport to get to work if possible.*
 - *Encourage staff to use greener fuels in their personal vehicles if possible.*
 - *Any company vehicles (such as delivery vehicles, plant/ machinery, or company cars) should be as energy efficient as possible.*

Community Engagement

As a business, it looks great if you are doing your bit to support local communities. Here you could include any activities that your company does to engage with your local community. Examples could include any of the following:

- *Sponsorship of or monetary donations to: local charities, sports clubs, societies, youth groups, community centres, or anything else you feel appropriate.*
- *Support local charities etc. by donating time i.e. staff participation in volunteering days.*
- *Supporting the surrounding community by employing local people.*

Measurement

Although it is fantastic to set yourself the above goals and put CSR measures in place, it is just as important to regularly monitor and assess whether or not these measures are working. In this section, it would be a good idea to outline how you aim to implement the above measures and record the achievements accomplished as a result.