

Corporate Responsibility Policy

Document Reference	Feedback Ferret – Corporate Responsibility Policy
Version	2.0
Date Created	June 2014
Effective From	1 June 2014
Issued By	Feedback Ferret – Systems
Changed History	
Enquiry Point	Vian van der Berg Business Manager Feedback Ferret Limited 22 Wycombe End Beaconsfield HP9 1NB United Kingdom Tel: +44 (0) 1628 681 088 mail: vian.vanderberg@feedbackferret.com
Copyright © 2013	Feedback Ferret Limited, All Rights Reserved

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 in an organisation.

B) OBJECTIVE

We seek to sustain a business that is successful and respected in its ethical standing by our 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:

- efficient printing
- reducing the amount of waste produced by the business
- ensuring that water/electricity is used responsibly by our staff
- recycling materials as extensively as possible
- using technology to lessen the need for travel
- using public transport wherever possible when travelling is unavoidable.

2. 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 the 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.

3. 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.

4. 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.

5. Responsible Procurement

Our company is committed to responsible purchasing and only buying ethically sourced goods. The company is committed to ensuring the goods and services it purchases:

- are manufactured, delivered, used and disposed of in an environmentally and socially responsible manner; and
- deliver long term value for money for the company and our client sector as a whole

We will update our corporate objectives to include sustainability and consult with key stakeholders to develop a Sustainable Development Strategy.

Key sustainability objectives: Buying more sustainably offers potential whole life cost savings, supports our commitment.

The key objectives addressed by this policy are:

- Reducing fossil fuel usage to minimise climate change
- Reducing usage of hazardous materials
- Reducing waste
- Improving public health and quality of life
- Increasing levels of employment, skills and equality
- Protecting biodiversity
- Complying with current and anticipating future legislation

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.