



Corporate social responsibility policy

Introduction

- We recognise that we must integrate our business values and operations to meet the expectations of our stakeholders. They include customers, employees, freelancers/other suppliers, the community and the environment.
- We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.
- We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined in this policy.
- The directors are responsible for the implementation of this policy. The responsibility for our performance on this policy rests with all employees throughout the company.

Our policy

- We will ensure a high level of business performance while minimising and effectively managing risk, ensuring that we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders.
- Our contracts will clearly set out the agreed terms and conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices (see Operations Manual 8.1 – Accuracy Matters Ltd Terms and Conditions).
- We will encourage our freelancers and any other suppliers to adopt responsible business policies and practices (see Operations Manual 7.B1 – Terms and conditions for freelance associates).
- We will register and resolve customer complaints in accordance with our terms and conditions (see Operations Manual 8.1 – Accuracy Matters Ltd Terms and Conditions).
- We shall operate an equal opportunities policy for all present and potential future employees and will offer our employees clear and fair terms of employment and provide resources to enable their continual development (see Operations Manual 3.A6 – Training and development policy).
- We will maintain a clear and fair remuneration policy and will encourage our employees and freelancers to raise any concerns with us.
- We will ensure that all employees of whatever nationality, colour, race or religious belief are treated with respect and without sexual, physical or mental harassment (see Operations Manual 3.A7 – Equality, diversity and inclusion policy).
- We will provide guidance to our employees regarding the maintenance of a healthy and safe working environment in line with our health and safety policy (see Operations Manual 3.B1 – Health and safety policy).
- We will look for opportunities to support the local communities in which our employees live.
- We will look after the environment in line with our environmental policy (see Operations Manual 3.B5 – Environment and sustainability policy).