



1. Introduction

Ekspan acknowledges that running our business influences the wider society. We have a responsibility to our customers, our employees, and contractors as well as the broader community in which we operate.

Ekspan are committed to:

- ensuring that any business undertakings are conducted as ethically as possible, considering the social, economic, and environmental impacts of what we do as a business
- taking responsibility for our actions and encourage a positive contribution towards improving standards for our clients and employees, minimising our impact on the environment, and improving the quality of the local community

By putting our CSR Policy into practice, Ekspan are committed, wherever possible, to:

- Conducting ourselves responsibly and in an ethical manner
- Creating a positive and supportive working environment
- Supporting local communities
- Minimising the impact on our environment
- Improving service levels to clients
- Acting fairly in our dealings with suppliers and other third parties

2. Communication

This policy will be communicated to our employees, clients, and other stakeholders by means of toolbox talks, our website, publicity materials, and Staff Handbook.

We will:

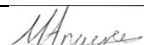
- provide our employees with training on our CSR strategy and this policy
- seek to raise awareness of any negative impacts of our business and methods to reduce them
- publicise CSR initiatives via noticeboards and reception areas and Sasets Portal.
- engage with our off-site employees by way of hard copies in vehicles and through our Sasets Portal.

3. Responsibility and Implementation

The Senior Management Team have overall responsibility for our CSR strategy and for implementing this policy. They have a key role in ensuring the systems and controls we have in place are effective, and that managers and supervisors are aware of, and implement, their responsibilities.

Managers and Supervisors must ensure employees are aware of this policy and have the appropriate training. They should manage and review the effectiveness of this policy, and feedback to Senior Management and HR as appropriate.

All employees have a role to play in complying with our CSR objectives and are encouraged to make further suggestions in relation to initiatives we could undertake. If anyone has a suggestion, they should contact Our CSR Committee.

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HR will develop policies and procedures to support our CSR strategy.

Our CSR Committee will be Mental Health First Aid qualified:

- Championing employee wellbeing, charity, and environmental initiatives within the organisation
- Driving annual initiatives via
- Publicising information internally and on social media
- Publicising CSR initiatives through our Sasets Portal, via noticeboards, reception areas, and to our off-site employees
- Ensuring our designated Mental Health First Aiders are publicised together with First Aiders

4. Our CSR principles

4.1 Our Conduct

We aim to adopt the highest professional standards and not to act in such a way as to compromise our Company's integrity.

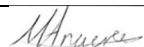
We actively promote respect between our employees in their dealings with each other and with clients and other third parties.

As outlined in our **Anti-harassment and Bullying Policy** Ekspan are committed to providing a workplace free from harassment and bullying, ensuring everyone is treated, and treat others, with dignity and respect.

4.2 Our Employees

We recognise that our employees are our most valuable resource. To retain loyal and productive employees, we actively seek to offer a positive and healthy working environment, rewarding careers and job satisfaction. We commit to **Focus on our People** by ensuring they are acknowledged, and appreciated:

- As outlined in our **Equal Opportunities Policy**, we consider all employees to be equal and we aim to create a working environment which is free of unlawful discrimination
- Supporting the health and wellbeing of our employees is important for both individuals and the organisation and therefore we have implemented a **Health and Wellbeing Policy**
- Our CSR Committee will provide a point of contact for employees to gain support for health and wellbeing concerns
- **Our CSR Calendar of Events** will incorporate health and wellbeing, and charity initiatives annually
- HR Manager to support managers with employee relations issues, employee engagement schemes etc.
- HSQE Manager to support with quality, environmental, health and safety requirements
- Provision of, and awareness of dedicated Mental Health First Aiders
- Provide on-the-job and formal training, appraisals, and personal development
- Improve onboarding procedures for new employees
- Teambuilding initiatives
- Pension Scheme
- **Focus on our Best** by implementing a Suggestion Box to implement day to day improvements and disregarding 'always done it that way' statements
- Implement a Continuous Professional Development (CPD) Forum to encourage employee engagement and development

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- Our Staff Handbook sets out the rights and expectations of all employees

4.3 Our Community

In considering our impact on the community Ekspan are committed to engage with the local community to sponsor or otherwise support local communities and charities:

- Sponsorship of or monetary donations to local charities and community initiatives
- Our CSR Calendar of Events will incorporate charity, community, and volunteering initiatives annually
- Offer employees the opportunity to nominate their chosen charities and incorporate them into our annual Our CSR Calendar of Events
- Support charities local to our areas of work by publicising annual initiatives via Our CSR Calendar of Events e.g., foodbanks, women's refuges, coffee mornings, fun runs etc.
- Support the surrounding community by employing local people

4.4 Our Environment

We are committed to behaving responsibly and to minimising our impact on the environment by:

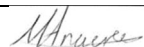
- Minimising waste and adopting sensible recycling policies in respect of our paper and materials
- Name the types of materials used, if they are recyclable or can be made from recycled material
- Providing safe and comfortable working conditions
- Ensuring that electrical equipment and lights are off when not in use
- Ensuring that heating is turned off or down outside office hours

4.5 Our Customers and Suppliers

4.5.1 Looking after Customers

We are committed to **Focus on our Customers** to keep them at the heart of everything that we do, striving for repeat business and maximum customer retention. We aim to deliver a high level of service to all our customers and suppliers so that they have a positive and lasting impression of our business. We understand that our business exists in a very competitive market and to retain our customers we need to deliver a professional and courteous service:

- Conduct customer satisfaction surveys to improve satisfaction and retention
- Proactively engaging with customers after every project, and review Top 10 customers by spend every month to understand extent and reasons behind customer attrition
- Improve product lead in times by analysing issues and investigating solutions
- Ensure safety and quality of our products and services by following internal quality procedures
- Implementation of Salesforce to enhance our Customer Relationship Management levels and commit to clear communication with customers
- A commitment to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings with customers

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4.5.2 Supplier Standards

We are committed to using socially responsible suppliers and maintain good working relationships with them:

- World Check Policy: all suppliers must complete a pre-qualification questionnaire to provide evidence that they adhere to the applicable legislation, accreditations and certifications, health and safety legislation and training, quality assurance accreditation, environmental legislation, insurance, Equality Act 2010, ethical trading, Modern Slavery Act 2015, Bribery Act 2010, CSR Policy, GDPR Policy etc.
- Clear communication with suppliers
- Eliminating unlawful discrimination and promoting equality and diversity in our professional dealings with suppliers and other third parties
- We endeavour to enter into clear and fair contracts with our suppliers and commit to the timely settlement of invoices
- Wherever possible, we aim to support the local economy by contracting with local suppliers

5. Monitoring and Review

We are committed to:

- ensuring our policy remains effective and this policy will be reviewed at least annually to verify its effective operation, and any necessary amendments will be made to the policy, as appropriate
- the highest possible standards of openness, honesty, and accountability

In accordance with our **Whistleblowing Policy**, we actively encourage all employees who have serious concerns about any real or perceived departure from the high ethical standard that we set to voice those concerns openly.

6. Related documents

Staff Handbook

H&S Policy

Health & Wellbeing Policy

Environmental Policy

Ethical Policy

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