



MINISTRY
P R O T E C T I V E

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CORPORATE & SOCIAL RESPONSIBILITY POLICY

We recognise that we must incorporate our business values and operations to meet the expectations of our stakeholders. They include customers, employees, regulators, 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. 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 within this policy.

In caring for each other at work, it would be wrong to ignore the issues surrounding environmental care. It is the company's policy that the enormity the environmental problems the world faces today and in the future are acknowledged.

The company's aim is to encourage awareness of environmental issues both with our employees, and with our customers and clients through open communication.

We will continually make practical recommendations and take positive to minimise environmental damage in our day-to-day operations.

We will be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.

We will ensure that all of our systems of operation address protection of the public ensure the safety of all of our stakeholders, through rigorous training and supervision and that we will co-operate with all relevant authorities in the implementation of this policy (e.g., Police and any regulatory bodies).

The Managing Director is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance to this policy rests with all employees throughout the company.

Partnership Focus:

- We shall strive to improve our environmental performance through implementation of our Environmental Policy
- We shall ensure a high level of business performance while minimising and effectively managing risk
- We shall encourage dialogue with consumers for mutual benefit
- We will register and resolve customer complaints in accordance with our complaint's procedure
- We shall support and encourage our employees to help local community organisations and activities in our region
- We shall operate in line with our equal opportunities policy for all present and potential future employees
- We will offer our employees clear and fair terms of employment and provide resources to enable their continual personal development
- We shall provide safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment
- We shall provide, and strive to maintain, a clean, healthy and safe working environment

We shall uphold the values of honesty and fairness in our relationships with stakeholders

- Our contracts will clearly set out the agreed terms, conditions, and the basis of our relationship
- We will operate in a way that safeguards against unfair business practices
- We shall encourage suppliers and contractors to adopt responsible business policies and practices for mutual benefit