



Corporate Social
RESPONSIBILITY

Policy Statement

1. Introduction

Corporate and Social Responsibility (CSR) is the concept whereby organisation integrate social and environmental concerns into their business operations and in to their interaction with their stakeholders on a voluntary basis. Custodian Guarding Company (CGC) is committed to adopting best practise in this area.

At CGC we recognise that as well as trading to make a profit we should at the same time contribute to social and environmental objectives. As such we are fully committed to CSR and intend that this policy become embedded into our policies and practises to the benefit of staff as well as the wider community. We are already contributing positively to our CSR and we intend to build on this in the future.

CGC aims to be recognised as an organisation that is transparent and ethical in all its dealings as well as making a positive contribution to the community in which it operates. It is committed to the following core values in all aspects of its work, including the fulfilment of its social responsibility:

- Clear direction and strong leadership
- Customer focus
- Respect for people
- Open Communication
- Working to deliver best value
- Openness and transparency
- Equality
- Probity
- Development of positive working relationships with others
- Commitment to the highest ethical standards
- Valuing and harnessing the diversity of its staff
- We strive to protect and safeguard the society in which we serve and provide training to all our staff to fulfil our commitment.

2. CSR Strategies

CGC will seek to achieve corporate and social objectives by focusing on four strategic areas:

- Equal Opportunities – maintaining and promoting our commitment to the fulfilment of the promotion of equal opportunities.
- Workplace – addressing the needs and aspirations of staff through the continuing development of diversity, work-life balance and health and well-being policies and initiatives.
- Community Impact – encouraging and assisting staff to greater involvement in team/individual projects in support of the wider community.
- Environment – further developing environmental practices that minimise waste and maximise efficiencies.

3. Existing Policies

Existing policies in some areas may already, at least in part, address the issues listed above, and initial work will focus on integrating these with CSR principles. In order to establish the ‘baseline’ of CSR work that is already taking place, a framework has been established (attached at Annex B) detailing programmes and who is responsible.

4. Guiding Principles

CGC recognises that we must integrate our business values and operations to meet the expectations of its stakeholders. They include customers, employees, shareholders, suppliers, the wider community and the environment.

- We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to business. We aim to demonstrate these through our actions with our corporate policies.
- We take seriously all feedback, complaints and compliments that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We shall be open and honest in communicating our policies, strategies, targets and performance to our stakeholders in our continual commitment to sustainable development.
- CGC will, where reasonable, make the necessary resources available to realise our corporate responsibilities. The responsibility for delivery lies with all employees.
- In relation to community involvement, CGC will identify a charity each year and staff will work together to raise funds and aid the charity as and when possible in a practical way.

- In selecting either a charity for this support or working with a charity in a team bidding scenario, CGC will only support programmes which are inclusive. Support will not be given to individuals or groups with political connections.

5. Partnership Focus

At CGC we shall:

- Strive to improve our environmental performance through implementation of sustainable development and environmental policies.
- Ensure a high level of business performance while minimising and effectively managing risk.
- Encourage dialogue with local communities for mutual benefit.
- Record and resolve customer complaints in accordance with our complaints Management procedure.
- Encourage our employees to help local community organisations and activities.
- Operate an equal opportunities policy for all present and potential future employees.
- Offer our employees clear and fair terms of employment and provide resources to enable continued development.
- Maintain forums for employee consultation and business involvement.
- Provide safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment.
- Keep a clean, healthy and safe working environment.
- Uphold the values of honesty, partnership and fairness in our relationships with stakeholders.
- Set out clearly agreed terms, conditions and the basis of our relationships in Contracts and service level agreements.

6. Reporting

CSR activity undertaken by CGC staff will be reported to the management board on a regular basis. In addition CSR activity will be published internally by newsletter. Andrew Herbert will be the person responsible for this policy and will maintain the CSR framework of current and future programmes.



CSR Action Plan 2023

Annex A

Issue	CGC Action	Responsibility	Who is involved	To be completed by	Comment
1. Equal Opportunities	Awareness of equality of opportunity in all areas of CGC work and in all dealings with stakeholders	AH	All staff	On-going	<p>Added to employee handbook and included in assignment file on every site.</p> <p>We have taken part in scheme to help to remove barriers to work for disabled persons and people with complex barriers to work by offering work trials through Remploy.</p>
2. Workplace	Respecting and maintaining commitment to the core values of CSR as set out in Section 1 of this policy	AH	All staff	On-going	
3. Community Impact	Identify charity for 2023 to raise funds/awareness	AH	All staff	End of 2023	Ronald McDonald House, Alder Hey Hospital Liverpool

					selected as Charity for 2023
	Staff take one day off as special leave to work in a voluntary capacity on a community Project.	AD	All staff are eligible and participation is voluntary	As requested	This is open to all staff but it must be with a registered charity or bona fide not for profit organisation.
4. Environment	Opportunities for energy saving including: Switching off appliances when not in use. Encourage use of email to reduce postage. Minimise printing Plan journeys to maximise fuel efficiency.	AH	All staff	On-going	Use of energy saving light bulbs now policy across the company. Invoice emailing option now offered to all customers. Satellite navigation systems used in all vehicle to assist with the efficient planning of routes for essential journeys.
	Recycling of paper, bottles and plastics	AH	All Staff	On-going	Staff are encouraged to take home their waste to recycle and we sort remaining waste and recycle all possible.

	Use of Low Carbon Emission Vehicles	AH	All Staff	On-going	CGC is committed to the policy of purchasing only the most fuel-efficient vehicles to minimise the impact on the environment.
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Corporate Policies and Programmes Providing a framework for CSR within CGC

Annex B

Equal Opportunities Policy

Harassment and Bullying Policy

Whistleblowing Policy

Procurement Strategy

Gifts and Hospitality Policy

Environmental Policy

Customer Care Policy

Mission Statement – Vision and Goals

Critical Success Factors

Health and Safety Policy

Lone Worker Policy