

Corporate Social Responsibility Policy

Amendment History

Date	Version	Author	Details of Amendment
19/03/2021	V1	C Taylor	Initial Release
01/06/2022	V1	C Taylor	Reviewed – no change
01/06/2023	V1	C Taylor	Reviewed – no change
07/12/2023	V2	C Taylor	Reviewed – revisions to content. New template and document control series

CORPORATE SOCIAL RESPONSIBILITY POLICY AND STATEMENT

Corporate Social Responsibility (CSR) Statement

Vistech Services believe that responsible, ethical, and professional business practice should be central to all its' operations and business activities and strives to ensure that day-to-day activities positively impact the communities and environments in which Vistech Services work.

Corporate Social Responsibility Practices

Protecting the Environment

Vistech Services is committed to the adoption of environmentally responsible policies and practices, together with the regular review of both its ongoing performance and the inherent scope for further improvements. Vistech Services aims, through the implementation of the principles of ISO 14001 and continuous staff awareness, to create and maintain the highest levels of environmental responsibility.

Protecting People

Vistech Services will ensure that it:

- Does not risk the health and safety of its employees and community.
- Avoids harming the lives of local people.
- Supports diversity and inclusion.

Human Rights

Vistech Services is dedicated to protecting human rights and is a committed equal opportunities employer and will abide by all fair labour practices. Vistech Services will ensure that its activities do not directly or indirectly violate human rights in any country (e.g. forced labour etc).

Donations and aid

Vistech Services may preserve a budget to make monetary donations. These donations will aim to:

- Advance the arts, education, and community events.
- Alleviate those in need through fundraising and active support programmes

Vistech Services takes its responsibility to support local and charities and relief efforts very seriously and supports local community charities and events.

Volunteering

Vitech Services will encourage its employees to volunteer through programs organised internally or externally. Vistech Services may sponsor volunteering events and collaborate with other organisations to facilitate training and awareness events to promote youth protection and personal development particularly to BAME groups.

Compliance

Legality

Vistech Services will:

- Respect the law.
- Honour its internal policies.
- Ensure that all its business operations are legitimate and responsible.
- Keep every partnership and collaboration open and transparent.

Business Ethics

Vistech Services will always conduct business with integrity and with respect to human rights and promote.

- *Safety and fair dealing*
- Respect toward the consumer
- Anti-bribery and anti-corruption practices

Employees

Vistech Services' workforce is vital to the success of its business.

Vistech Services understand the importance of ensuring its employees are happy in their work and committed to the Company and the clients for whom they work. Regular discussions take place with Vistech Services employees which help identify and manage the key factors that influence positive engagement with its workforce.

Vistech Services acknowledge that we all spend a great deal of our lives at work and therefore its workforce should be happy and fulfilled in their working lives. Vistech Services encourage both team spirit and team building to ensure that its staff are accomplished professional individuals.

Vistech Services operates a comprehensive training policy that ensures its employees have the necessary skills to continually improve and work as part of a highly skilled team that works to the highest standards.

All Vistech Services employees are issued with an Employee Handbook that explains Vistech Services general employment policy.

Vistech Services are committed to reducing the environmental impact of the business by regularly

reviewing business practices and encouraging its employees to 'think environment'. Vistech Services is an equal opportunity and diversity aware employer and always aims to treat people fairly and welcomes job applicants from all sections of the community.

Customers

Vistech Service employees are completely customer focused. Customer satisfaction is paramount to the success of Vistech Services business and its systems are structured to provide the highest levels in terms of both quality and service. Vistech Services strives to provide its customers with the very best in terms of:

- Quality
- Management Commitment
- Speed of response
- Innovative approach
- The highest standards applied throughout its business operations.

Vistech Services believe its drive for continual improvement will help to achieve continual growth improving its market position as a leading supplier of security services throughout the UK.

Community

Vistech Services actively research opportunities to engage with the local community. These initiatives encourage a behavioural approach that seeks to demonstrate empathy, tolerance and embody the philosophy of capable guardianship for all areas within its scope of responsibility. The selection and recruitment of employees remains an important factor in the Vistech Services' approach to diversity in the workplace and its equality, diversity and inclusion policy facilitates an employee selection process that seeks to reflect the diversity of the community in which it operates. Vistech Services endeavour to source local suppliers wherever commercially viable to ensure the maximum opportunity to reinvest back into the local community.

Performance Evaluation

Vistech Services service delivery is continually evaluated and reviewed using a variety of methods: Client evaluation of Vistech Services via customer satisfaction surveys, incorporating the opinions of members of the public where relevant as part of the process. Vistech Services canvas the opinion of its staff. Vistech Services engage with its suppliers using an approved supplier process to understand goals and objectives in relation to CSR.

This policy will be reviewed annually as a minimum as part of Vistech Services' Management Review Process, to ensure that it remains aligned with the organisational strategic direction.



Chris Taylor
Managing Director

Reviewed: 07/12/2023
Next Review date: Management review in 2024