

Policy: Corporate and Social Responsibility 'CSR'

1. SUMMARY

- 1.1. This policy defines WINNS Services Corporate and Social Responsibility 'CSR' to ensure it meets requirements.
- 1.2. The Operations Director is responsible for implementation and management Corporate and Social Responsibility 'CSR' policy

Rev.	Date	Nature of Changes	Approved By
1	27 February 2018	Original issue.	C Stebbing
2	7th September 2021	General update	C Stebbing

2. POLICY: Corporate and Social Responsibility 'CSR'

We recognise that the way we conduct our business is vital to earning and retaining the trust and confidence of our many customers.

Our primary aim is to provide good value for money for our services to our customers. This has been the foundation stone of our corporate strategy.

Positive relationships with our employees, customers and business partners help us to deliver this strategy, and it is important to us that they regard WINNS Services as a responsible, ethical and supportive business.

3. OUR GUIDING PRINCIPLES

We recognise that ethical, responsible business practice is central to our future success

- Providing clear, appropriate, value for money services, to our customers and delivering a positive experience throughout the customer's relationship with us.
- In recognition of our social and environmental responsibilities as a Services Provider, our CSR Committee established Guiding Principles, reflecting our commitments to our various Customers and Employees. These Principles are reviewed on an annual basis.

Corporate Social Responsibility within WINNS Services means

- Encouraging our People Values among our employees: openness, integrity, customer focus, a results driven and "can do" attitude and a sense of team-work.

- Working in partnership with our Clients, to provide a flexible, supportive and safe working environment, which attracts talented individuals from all backgrounds and in which all employees have the opportunity to develop
- Committing to minimising any negative impact on the environment arising through our business activities.
- Providing value for money services to our customers
- Delivering quality service
- Giving customers a choice. Our business operations are driven by these objectives.
- An ongoing programme of market research into customer requirements
- Close monitoring of our service performance, identifying areas for improvement and acting upon them
- Providing accurate, relevant and clear information on our services to customers at and around the point of sale and throughout the life cycle of the contract, where appropriate
- Handling any complaints thoroughly and fairly
- Treating our customers fairly. Strengthening our commitment year on year to our customers.
- Further drive the integration of customers' needs into our business. It ensures that customers' requirements are always taken into consideration when services are being developed, delivered or changed.