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Corporate and Social Responsibility Policy

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We (Access UK Ltd) recognise that corporate and social responsibility is central to how we operate. Our policies demonstrate our commitment to employees, customers, investors, suppliers, our communities and the environment, and we bring this to life through our actions.

This Statement shows how our ethical principles, business values, purpose and strategy align to support our stakeholders.

While our Directors are responsible for our Corporate & Social Responsibility, we encourage everyone at Access to get actively involved. Whether that's by making a positive impact through interactions with customers or communities, applying the spirit of our environmental principles when traveling, or taking part in specific 'giving back' days or charity events.

We monitor how we perform against this Policy Statement to help us to continue to improve our performance and comply with relevant legislation.

Employees

We know that we're successful as a business because of our fantastic employees and that by helping them live by our core principle to Love work and Love life, and by giving them a great experience here, they'll in turn, pass this on to our customers, communities, suppliers and other stakeholders.

It's important for us that our employees understand and reflect the customers and communities we support, and we want everyone to feel at home here, knowing that they're valued for what they do, not who they are. We want people to feel that they truly belong here regardless of their age, gender, race, sexual orientation, or anything else that makes them individual; after all, if we were all the same it'd be a pretty dull place.

For us, this all starts with helping everyone feel part of the family and being at their best every day, making Access a place where everyone can love what they do and do what they love, and so we:

- Make sure we offer equal opportunities for current and potential future employees, through clear and fair terms of employment and support to help employees grow, develop and progress
- Have a structured, fair and consistent remuneration policy, recognising people for performance
- Provide safeguards to ensure everyone here is treated with respect and isn't subject to any form of harassment
- Maintain a clean, healthy and safe place to work.

Customers

We behave, openly and fairly with existing and potential customers, demonstrating integrity, quality and care by:

- Ensuring advertising and information we provide about us and our activities is clear, legal, decent and honest
- Being open and honest about our products, services, our social responsibility as well as other information our customers want to know
- Registering and resolving customer complaints in line with our standards of service – making sure that if something goes wrong we will acknowledge the problem and deal with it
- Listening to our customers as well as benchmarking and evaluating what we do to help us improve the products and services we offer them
- Ensuring our contracts clearly set out agreed terms, conditions and the basis of our relationship. As well as how we will operate to prevent unfair business practices.

Local Community and Charity

We operate across a number of communities and we focus on 'giving back' to them as a company, and as individuals, in a number of ways including:

- Making it easier for everyone at Access to support a worthy cause, we give every employee one paid day a year, to give their time in support of any charity who's eligible for volunteer hours.
- Annually asking all employees to vote for a charity to become our Charity of the year, and work together to raise as much money as possible so that Access can match the total sum raised.
- Getting involved in various other activities, particularly supporting educational establishments with Information technology and employability skills

Environment

We believe that protecting the environment is simply the right thing to do, as well as being sound business practice. So as well as having an Environmental Policy, we encourage and support everyone here to work in a way that's good for the environment, such as considering virtual meeting solutions instead of traveling, using public transport instead of driving and being economical with the use of utilities.

Document Owner and Approval

The Chief People Officer (CPO) is the owner of this policy and is responsible for ensuring that it's reviewed in line with new legislation or directives.

This Policy was approved by the CPO and is issued on a version controlled basis under her signature.

Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	COO	21/04/2015
2	Revision and review	COO	17/11/2015
2.1	Amendment to include Times Top 100 2016	COO	02/09/2016
3	Revision and review	CPO	21/12/2018