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1. **Why have a CSR policy?**

Corporate Social Responsibility (CSR) is applicable to SMEs just as much as to large corporations. It is about behaviours that not only deliver commercial results but also have a positive social impact. It is about aligning business strategy with CSR goals so as to benefit the business itself and the communities in which it operates.

It may seem unnecessary to formalise CSR practice into a specific policy, but having a formal policy helps a business focus on what is important and how it wants itself viewed externally. It can also help assess and communicate wider community tangible evidence of CSR credibility (which may prove crucial for clients or in the public sector with large contracts).

CSR will however mean significant changes. For example, environmental issues, for example, will be of greater importance to a waste management business than to a personal services business. As such the waste management business should have a more involved and targeted environmental policy directed at its environmental impact. All CSR's should however have real and achievable objectives.

2. **What should a CSR cover?**

For most SME's, a CSR will cover:

- Staff/people;
- customers;
- suppliers;
- health & safety;
- environment; and
- the community.

How each is dealt with will depend on the business. We have created a template CSR which can be adapted to meet the needs/values of the business. This CSR policy is, by its very nature, a starting point. If the business or industry has specific standards or procedures that it should/must adhere to, these should be referred to in the CSR.

3. **CSR Policy:**

3.1 **Introduction**

We are, <<include the name of the company/business>>. We should include any specific social responsibilities that we have. The prosperity of our business requires a commitment to the sustainability of our activities. We have therefore developed a policy that affects all aspects of our business, namely <<insert specific policies, for example, people, environment, etc that are relevant to how the business operates>>.

being a good corporate citizen and is applicable to SMEs just as much as to large corporations. The term CSR describes business behaviours that not only deliver commercial results but also meet legal requirements but also have a positive social impact. It is about aligning business strategy with CSR goals so as to benefit the business itself and the communities in which it operates.

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company/business operates and wish to adopt and commit to the p

porate social responsibility>>. We t out below.

3.2 Staff/People

We are committed to the well-bein our workforce, where employees a each employee has a clear und business.

ment of our people and to training and given regular feedback so that and how they contribute to the

We operate a meritocracy, where their performance, effort, contribut

aised and rewarded on the basis of

We expect our employees to act standard of business practice and

one another and exercise a high

We support diversity, fairness a regularly with employees as to the

and aim to involve and consult

3.3 Customers

We aim to build long term relati understanding their objectives as t We aim to give fair value, consist

omers and other stakeholders by meeting their needs.

We aim to have the highest profes transparent in all our dealings with

ards and will be honest, open and

3.4 Suppliers

We aim to create and maintain stro We aim to choose suppliers that s and environmental controls. Thi suppliers.

y suppliers and contractors. n to employment practices, quality d to all suppliers and potential

3.5 Health & Safety

We aim to achieve and maintain safe and healthy working environn We have a current and effective and updated.

f health and safety and provide a y policy that is regularly reviewed

3.6 Environment

We have implemented an environn We are aware of our environmen take appropriate steps to mitigate targets, implementing procedures understand their environmental re performance.

to our business. s and have taken and continue to tting environmental objectives and g so employees and contractors eek to improve our environmental

3.7 The Community

We recognise and understand t operate. We aim to enhance our needs of local people and groups actively support and donate to community, <<name and descript should be named here>>.

ocal community within which we munity by being sensitive to the d socially responsible trading. We on-profit organisations within our t organisations supported (if any)

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