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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 the following areas:

- 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 sustainable development 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>>.

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-being of our workforce, where employees at each employee has a clear understanding of the 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 employees are rewarded on the basis of their performance, effort, contribution and skills.

ised and rewarded on the basis of

We expect our employees to act with a high standard of business practice and to respect one another and exercise a high

one another and exercise a high

We support diversity, fairness and equality and aim to involve and consult regularly with employees as to the

and aim to involve and consult

3.3 Customers

We aim to build long term relationships with our customers and other stakeholders by understanding their objectives as to the business and meeting their needs. We aim to give fair value, consistent

omers and other stakeholders by and meeting their needs.

We aim to have the highest professional standards and will be honest, open and transparent in all our dealings with

ards and will be honest, open and

3.4 Suppliers

We aim to create and maintain strong relationships with our suppliers and contractors. We aim to choose suppliers that support our business and environmental controls. This includes ethical suppliers.

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

3.5 Health & Safety

We aim to achieve and maintain high standards of health and safety and provide a safe and healthy working environment. We have a current and effective health and safety policy that is regularly reviewed and updated.

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

3.6 Environment

We have implemented an environmental management system to our business. We are aware of our environmental impact and have taken and continue to take appropriate steps to mitigate it. We are setting environmental objectives and targets, implementing procedures and reporting so employees and contractors understand their environmental responsibilities and seek to improve our environmental performance.

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3.7 The Community

We recognise and understand the needs of the local community within which we operate. We aim to enhance our relationship with the local community by being sensitive to the needs of local people and groups and socially responsible trading. We actively support and donate to local non-profit organisations within our community, <<name and description of organisations supported (if any) should be named here>>.

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