



## **ADMINISTRATION**

### **CORPORATE SOCIAL RESPONSIBILITY POLICY**

#### **Corporate Social Responsibility Policy**

At Contract Solutions Scotland Ltd. we recognise that we must integrate our business values and operations to meet the expectations of our clients, employees and suppliers, together with the needs of the community and the environment.

We recognise our corporate responsibility commitments which are reflected in the principles shown below:

#### **Standards of business conduct:**

We are committed to ensuring that our business is conducted in all aspects according to rigorous ethical professional and legal standards.

#### **Health & Safety:**

We are committed to achieving continuous improvement in Health & Safety performance so that we provide a clean, healthy and safe working environment for our employees.

#### **Employees:**

We aim to deliver a fair employment environment giving individuals the opportunity to develop and advance, subject to performance and business opportunity.

We shall operate an Equal Opportunities Policy for all present and future employees that includes a clear and fair remuneration policy and provides safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment.

#### **Clients:**

Our business and livelihood depend on our clients. All employees are responsible for ensuring that any contact with clients reflects professionalism, efficiency and honesty. We will strive to provide a high-quality level of service together with good value for money. We take seriously all feedback that we receive from clients and where possible maintain open dialogue to ensure that we fulfil the requirements outlined within this policy. We will register and resolve customer complaints in accordance with our documented standards of service.

#### **Environment:**

Our objective is to endeavour to reduce our impact on the environment through a commitment to continual improvement directed at reducing our environmental footprint wherever possible. To this end we recycle wherever possible.

#### **Suppliers:**

We shall encourage suppliers and contractors to adopt responsible business policies and practices for our mutual benefit.

**Community:**

We shall support and encourage dialogue with local community organisations and activities by our employees to our mutual benefit.

**Responsibility:**

The Directors and Managers of the company are responsible for the implementation of this policy and ensuring that resources are made available to meet our corporate responsibilities. Monitoring each of the underlying policy commitments of this policy is the responsibility of the Managing Director to ensure that our performance in respect of this policy is consistently achieved. To this end the policy will be reviewed annually.

**R DUNCAN**  
**Managing Director**

A handwritten signature in black ink, consisting of a stylized 'R' followed by a long, horizontal, slightly wavy line extending to the right.

**ISSUED: 30.04.2025**  
**REVIEW: 30.04.2026**