

CORPORATE SOCIAL RESPONSIBILITY AND SUSTAINABILITY POLICY

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VERSION CONTROL

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1.0

QUICK OVERVIEW

For quick reference the guide below is a summary of the document. This does not negate the need for the document author and other members of staff to be aware of and follow the details of this policy.

- Operating any business can have an impact on our wider environment. At Clarity Consulting Associates Ltd we aim to leverage this impact in a positive way to benefit the people and communities we work with.
- This policy considers our effect on employees, clients, suppliers, communities and the environment.
- We are committed to undertaking activities for the benefit of wider society which include, but are not limited to, working with charities, offering work placements, applying paper-light procedures, and adherence to reduce, reuse and recycle guidelines.

1.0 INTRODUCTION

- 1.1 Clarity Consulting Associates Ltd (hereafter referred to as “Clarity”) acknowledge that running our business may have an effect on the wider environment. We have a responsibility to our clients, our employees and contractors, as well as the broader community in which we operate, to make this impact positive.
- 1.2 We are committed to taking responsibility for our actions and commit to improving standards for our clients and employees, minimising our detrimental impact on the environment and contributing to society.
- 1.3 By putting CSR into practice, we are committed, wherever possible, to:
 - Conducting ourselves responsibly and in an ethical manner;
 - Creating a positive and supportive working environment;
 - Supporting local communities;
 - Improving service levels to clients;
 - Acting fairly in our dealings with suppliers and other third parties;
 - Minimising any detrimental impact on our environment.
- 1.4 This policy is not contractual; Clarity therefore reserves the right to amend this policy as necessary to meet any changing requirements.

2.0 PURPOSE

- 2.1 This policy outlines our commitment to the principles of CSR and Sustainability and documents associated planned activities.

3.0 SCOPE

- 3.1 This policy covers all employees and associates of Clarity, regardless of role, location or contractual status.
- 3.2 The principles of CSR and sustainability apply to all areas of our operations and are routinely considered when conducting all aspects of our work.

4.0 ROLES AND RESPONSIBILITIES

- 4.1 Liane Langdon (Director) is Clarity’s nominated CSR Officer and has overall responsibility for our CSR strategy and for implementing this policy. She has a key role in ensuring the systems and controls we have in place are effective.
- 4.2 All members of staff have a role to play in complying with our CSR objectives and are encouraged to make further suggestions in relation to initiatives we could undertake. If any staff member has a suggestion, they should contact the CSR Officer.
- 4.3 We are fully committed to the highest possible standards of openness, honesty and accountability. We actively encourage all staff members who

have serious concerns about any real or perceived departure from the high ethical standard that we set to voice those concerns openly. We have a comprehensive Whistleblowing Policy to support this.

5.0 OUR CSR POLICIES

Our Conduct

- 5.1.1 We aim to adopt the highest professional standards and not to act in a way that may compromise our business' integrity.
- 5.1.2 We actively promote respect between our staff members in their dealings with each other, and with clients and other third parties.
- 5.1.3 We promote anti-bribery and anti-corruption practices in line with our Anti-Corruption, Fraud and Bribery Policy.

5.2 Our Working Environment

- 5.2.1 We recognise that our staff are our most important resource. We actively seek to offer our staff a positive and healthy working environment and ensure that they have rewarding careers and job satisfaction.
- 5.2.2 We seek to ensure that all staff have access to the training they need both for their own development and to enable them to deliver a high-quality service.
- 5.2.3 We consider all staff members to be equal and we aim to create a working environment which is free of unlawful discrimination as set out in our Equality and Diversity Policy.

5.3 Our Community

- 5.3.1 In considering our impact on the community we have resolved to sponsor or otherwise support charities. For example, we support our team to support the causes close to their own communities through a payroll giving programme.
- 5.3.2 We will incorporate consideration in Personal Development Plans for members of staff to take time off work to enable them to carry out work-volunteering opportunities in support of charities and to encourage dialogue with local communities and groups for mutual benefit.
- 5.3.3 Furthermore, we will:
 - Extend opportunities for work placements;
 - Develop further our relationships with research institutions to provide supportive environments for development of research informed best practices in health and social care leadership and management;
 - Continue and extend provision of flexible and adaptable work patterns to support people to remain in or return to work.

5.4 Our Clients

- 5.4.1 We are committed to delivering a high level of service to all our clients; we understand that our business exists in a very competitive market and in order to retain our clients we need to deliver a professional and courteous service.
- 5.4.2 Wherever possible, we take steps to promote equal opportunities in relation to access to the services that we provide. We take account of the diversity of the communities we serve in order to ensure that, subject to funding constraints, our services are accessible to all clients.

5.5 Our Suppliers

- 5.5.1 We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings with suppliers and other third parties.
- 5.5.2 We endeavor to enter into clear and fair contracts with our suppliers and commit to the timely settlement of suppliers' invoices, as far as possible following the principles set out in 2019 [Prompt Payment Policy](#).
- 5.5.3 Wherever possible, we aim to support the UK economy by contracting with UK-based suppliers and seek out suppliers demonstrating higher ethical business practices, enhanced community value (for example social enterprises) and carbon reduction programmes.

5.6 Our Environment and Sustainability

- 5.6.1 We are committed to behaving responsibly and to minimising our impact on the environment. We aim to minimise our impact on the environment and encourage greater sustainability by:
- Minimising waste and adopting sensible recycling policies in respect of our paper consumption, including improvement of our paper-light working and implementation of recycling guidelines for work materials;
 - Providing safe and comfortable working conditions, supported by our Homeworking Policy;
 - Encouraging our staff to choose low emission travel choices through reviewing business mileage rates, offering a low-emission leasing programme and car sharing;
 - Making every effort to manage our energy and carbon usage to minimise the impact on the environment;
 - Working with our team to develop new ideas to further limit our carbon footprint;
 - Working to ensure all new contracts and tenders consider sustainability, and that prospective contractors have sustainability policies and procedures in place;

- Continue to offer employee purchase for digital assets and work with the Air Ambulance to provide a second life for our mobile devices as they reach the end of utility for Clarity;
- Continuing to improve the facilities and software to support working from home where client requirements allow and greater use of virtual meetings.

6.0 REFERENCES AND ASSOCIATED DOCUMENTATION

Relevant policies can be found in the [All Staff QMS Current Policies folder](#):

- Equality and Diversity Policy
- Whistleblowing Policy
- Anti-Corruption, Fraud and Bribery Policy
- Homeworking Policy
- Paper-Light and Recycling Guidelines

[Prompt Payment Policy](#)

7.0 MONITORING COMPLIANCE WITH, AND THE EFFECTIVENESS OF, PROCEDURAL DOCUMENTS

This policy will be reviewed on a biannual basis by Clarity's senior team, or earlier if appropriate/required.