



# Corporate and Social Responsibility Policy

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## 1. INTRODUCTION

Corporate and Social Responsibility (CSR) refers to the way in which businesses regulate themselves in order to ensure that all of their activities positively affect society as a whole. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic and environmental impacts of what they do as a business.

Our business ethic helps us deliver a responsible, person-centred service that encourages loyalty and trust ensuring we are a financially viable organisation that offers quality and value to all stakeholders.

TAC Healthcare Ltd (TAC) is committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

## 2. OBJECTIVE

To maintain the development of TAC as a long-term sustainable business that delivers value for patients, colleagues, clients, suppliers, business partners and the wider social community. Safety and fairness are of equal importance, and we always try to ensure these take priority over profit.

## 3. SCOPE AND GOVERNANCE

This policy applies to all who work with or for TAC and is embedded into our business philosophy. It is disseminated through our Management Teams and colleagues at every level are accountable for its implementation and monitoring. This policy is reviewed bi-annually and is shared with colleagues and stakeholders through TAC's Quality Management System and other channels as appropriate.

## 4. CSR GOALS

TAC focuses on core themes that recognise opportunities to make a positive difference and to manage non-financial risks. By managing these areas well, TAC delivers the best possible benefits for our business, our community, our beneficiaries and our stakeholders.

We consider feedback from our internal and external stakeholders who help us identify the themes to focus on.

Theme	Short Term	Medium Term	Long Term
1. Carbon zero	Monitor set objectives	Support staff and suppliers to help us meet our goals	Achieving Net zero
2. Reduce	Consumable usage assessment	Identify and purchase more sustainable alternatives	Encouraging behavioural change
3. Reuse	Commit to circular economy	Switch to multi-use	Eradication of single use purchases
4. Measure	Data integration	Social Value Reporting	Deep dive into sustainability impacts

## 5. CORE VALUE

Our core value is to provide the BEST care possible and this is promoted and upheld across TAC.

In addition to applying to the care we provide, this value is threaded throughout the business, from our Quality Expectations for Suppliers to our commitment to CSR.



## 6. CARBON NET ZERO

TAC produces an annual Carbon Net Zero (CNZ) plan that incorporates annual objectives. The CNZ Lead is the CEO and chairs the monthly CSR meetings that allow us to monitor performance and identify areas for improvement.

## 7. PATIENTS and CLIENTS

We believe in delivering excellent service for our patients and clients and ensure that their services are managed responsibly and in compliance with legal requirements. Robust policies and procedures are in place to ensure that the philosophy is one of continual improvement. An integral part of this is the training and ongoing guidance and involvement of all stakeholders.

## **8. SUPPORTING OUR EMPLOYEES**

We value our employees and are committed to providing a workplace which is safe and secure. Integral to our success is our international, diverse, talented and committed staff who share our desire to improve the lives of patients and people in our community and planet.

TAC does not tolerate discrimination or unsafe working practice in any form.

## **9. ENVIRONMENTAL MANAGEMENT**

TAC is committed to identifying, managing and minimising the environmental impact and through our Environmental Policy we evidence how we aim to meet these objectives. We have attained ISO 14001:2015 to help manage the impacts and ensure compliance with all relevant environmental legislation. The risk management process includes consideration of environmental risks at each location and for each task performed.

## **10. SUPPLIERS STANDARDS**

TAC develops mutually beneficial relationships throughout its supply chain and is committed to working with vendors to help meet our CSR goals.

In addition to meeting our Quality Expectations for Suppliers, we expect all our suppliers to operate in line with the Bribery Act 2010 and the Modern Slavery Act 2015.

To maintain and develop a good working relationship with our suppliers we are committed to paying on time and keeping our communications clear and transparent.

## **11. INVESTING IN LOCAL COMMUNITIES**

Engagement within our local community is paramount for TAC and we are proud to be involved in activities that benefit our neighbours. TAC donates to local charities and events close to the heart of our staff, employs local people and, where we can, it is our aim to use local suppliers and thereby invest in our local community.

TAC actively seeks to make a positive social contribution through the services we provide to our patients and clients by focusing on local need and identifying how best we can help fill gaps.

This policy outlines our framework for responsible business management and is an integral part of the sustainability and business strategy.