



## bruce stevenson Insurance Brokers

### **Corporate Social Responsibility Policy**

“Social Responsibility” means the manner in which the Company affects the communities in which it operates, or from which it acquires its products, through its policies and practices involving any of the following:

- Environmental impact
- Client and Supplier work-place conditions and employment practices
- Community affairs
- Corporate charitable giving
- Diversity in employment

The operational and ultimate responsibility for the commitment to our corporate social responsibility principles lie with the CSR Committee but all our employees are expected to give their full co-operation to the agreed principles in their activities at work.

#### **The purpose of the CSR Committee is to:**

1. Review and evaluate management's goals, initiatives and practices for Social Responsibility
2. Recommend goals, initiatives and practices for Social Responsibility to the Board of Directors.

#### **Duties and Responsibilities**

The duties and responsibilities of the Committee are:

1. To identify and bring to the attention of the Board key Social Responsibility issues that may affect the business operations, brand image or reputation of the Company
2. To re-evaluate Social Responsibility, from time to time, in light of changes in public perception, industry best practices, and evolving priorities and needs in the communities where the Company does business
3. To provide overview of Social Responsibility

#### **Authority and Funding**

The Committee shall have all authority necessary or implied in order to carry out its duties and responsibilities.

#### **Meetings**

The Committee shall meet as often as necessary to fulfil its functions but no less than twice a year.

#### **Processes**

In carrying out its responsibilities, the Committee's policies and procedures shall remain flexible in order to react to changing conditions and circumstances.

Our policy and actions towards best practice of CSR are as follows;

#### **Environment**

The protection of our environment is a key part of our values and principles and we consider it to be essential for best business practice.

Our plan is to improve our performance and look to make such improvements to ensure wherever possible we are:

- Complying with all relevant environmental legislation, regulations and approved codes of practice
- Seeking to keep wastage to a minimum and maximise the efficient use of materials and resources.
- Managing and disposing of all waste in a responsible manner.
- Providing training for our staff so that we all work in accordance with this policy statement and within an environmentally aware culture.
- Periodically communicating our environmental performance to our employees and other significant stakeholders.
- Developing our management processes to ensure that environmental factors are considered during planning and implementation.
- Monitoring and continuously improving our environmental performance.
- Whilst we do not have a high environmental impact, we will take consideration of environmental issues in the services we provide and endeavour to keep our environmental impact to an absolute minimum.

**The CSR Committee will ensure that the Company reduces its environmental impact by:**

- Reducing all our transportation requirements wherever possible and utilising public transport and conference call facilities
- By using vehicles that are regularly serviced and checked with regards to their emission levels and economically use their fuel.
- Sourcing and buying locally to save fuel costs wherever possible.
- Ensuring that all lights and equipment is switched off when not required.
- Ensuring that water is used efficiently.
- Using scrap paper for drafts and notes.
- Printing in mono and double sided wherever possible.
- Recycling all waste (shredding all business documentation)
- Sourcing recycled materials wherever possible.
- Working with like-minded suppliers who take steps to minimise their environmental impact.

**Local Community**

Our work with the local community involves:

- Working and supporting local and national charities. We will review these charities annually to ensure a fair representation
- Encouraging volunteer work in community activities including allowing employees authorised absence to undertake work. This will include the introduction of an annual Corporate Challenge as part of our Corporate Charitable Giving
- Supporting local schools
- Undertaking voluntary business advisory services via professional bodies and local chambers of commerce

**Clients**

We will deal responsibly, openly and fairly with clients and potential clients by:

- Ensuring that all our advertising and documentation regarding the business and its activities are clear, informative, legal, decent, honest and truthful
- Being open and honest about our products and services and telling customers what they want to know, including what we do to be socially responsible
- Avoiding pressure selling techniques.
- Ensuring that if there is an issue we will acknowledge the problem and deal with it.
- Listening to our clients so we improve the products and services we offer
- Respecting client confidentiality
- Ensuring that we benchmark and evaluate what we do in order to improve our competitive edge

**Suppliers**

We will deal responsibly, openly and fairly with suppliers by:

- Using local suppliers as much as possible.
- Paying within agreed timescales

**Diversity in employment**

We are committed to:

- Treating people fairly regardless of age; disability; gender reassignment; pregnancy and maternity; marriage and civil partnership; race; religion and belief; sex; and sexual orientation
- Promoting equality, diversity and inclusion
- Preventing discrimination

## **Corporate Responsibility Objectives**

Bruce Stevenson understands that our business activities could affect people and the communities where we operate. We will continue to lead our industry by conducting our business ethically and maintaining our standards for quality and sustainability.

This ensures that we strive to:

- Protect the interests of the Board through responsible business decisions that reflect the integrity of the brand in both the short and long term.
- Improve the environmental performance of Bruce Stevenson, our supply chain and our industry.

We will achieve these results by:

- Continuously improving the corporate responsibility programs in all aspects of our business.
- Setting corporate responsibility goals and targets and measuring performance.
- Working with our employees, supply chain, shareholders and local communities to strengthen our social impact and minimize our environmental impact.
- Complying with all applicable legal requirements, industry best practices and meaningful and rigorous voluntary standards.

## **POLICIES AND PROCEDURES**

The policy provides principles which employees are expected to adhere to and to advocate in the performance of their corporate duties.

The policy sets forth expectations of employees, including compliance with all relevant laws and regulations. This policy sets expectations in areas such as potential conflicts of interest. All employees are required to review the policy upon hire to make sure that they understand these standards. Except where prohibited by local law, employees must confirm their understanding of the policy and either confirm their compliance with this policy or report any exceptions or violations of which they are aware.

Bruce Stevenson provides employees with means to anonymously report ethical or other concerns. Matters reported through these mechanisms are evaluated and, if necessary, investigated as appropriate. For further information please review our Whistle blowing Policy.

We are focused on implementing and enhancing our policies and procedures relating to environmental protection and social impacts. Key practices, embedded within our operations, include:

- Employee training on, and acknowledgement of, the Bruce Stevenson Induction Guide
- Responding to matters raised through the Company's confidential reporting mechanisms (reviewed by the Audit Committee of the Board of Directors).