



# Adapta CSR Policy

## Introduction

At Adapta, we are proud of our partnerships within the voluntary sector, and the positive impact we have. By demonstrating our commitment to Corporate Social Responsibility (CSR) we want to ensure that we align the values and commitments of our organisation with those of our stakeholders; partners, staff, associates, clients, suppliers and other third parties, and embed responsible and ethical principles into everything that we do.

This policy covers our approach in dealing with our clients, suppliers and the local communities in which we work and live. It also makes reference to other, specific policies related to our commitment to excellent business practices and sustainable business values.

## Why do we need this policy?

There are a number of reasons why a Corporate Social Responsibility Policy is necessary:

1. To enable us to be clear in our goals and objectives in this area.
2. To enable us to monitor and report our impact.
3. To enable us to continually improve our performance.

## Policy scope

This policy applies to all of us who work at Adapta and our associates.

## Our core principles

- First, and most importantly, we *all* take responsibility for implementing and delivering the principles within this policy. The responsibility for our performance on this policy rests with all of us.
- The partners will, wherever reasonably possible, and without detriment to the business, make the necessary resources available to realise our corporate responsibilities.
- The principles of openness, honesty and transparency will underpin our communications with all of our stakeholders.
- We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.

## Our impact and behaviours

- We will deliver a quality service and a high level of business performance. We will do this by;
  - minimising and effectively managing risk
  - ensuring that our staff are skilled, appropriately trained and supported, and that a high level of professional development is maintained
  - ensuring that we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders
  - ensuring our contracts and proposals clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices
  - Encouraging suppliers to adopt responsible business policies and practices

- We will treat very seriously any complaint from stakeholders and resolve these appropriately to the nature of the complaint, and in accordance with the appropriate Adapta policies and procedures.
- We will support a range of good causes throughout the year, both to raise awareness and funds. We will also support individual staff members in particular charitable activities.
- Where possible, we will enable staff to work flexibly in order to offer their time to volunteering activities to support good causes and appropriate activities within their local communities.
- We will maintain an effective equal opportunities policy for all present and potential future employees. In addition to supporting diversity within the team, this policy will ensure that all employees of whatever nationality, colour, race, sexuality or religious belief are treated with respect and without sexual, physical or mental harassment.
- We will offer our staff clear and fair terms of employment, including a clear and fair remuneration policy. We will provide appropriate resources to enable their continual professional development.
- We will maintain our open and honest approach to staff involvement in the development of the business and shared responsibility for the continued success of Adapta and the team.
- We shall provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy and safe systems of work
- We shall develop Environmental policies and objectives as part of the business planning cycle.
- We will review this policy, and our achievements against it, on an annual basis, and make changes to the policy, and where necessary our business practices accordingly.