

patient

PERSPECTIVE

Corporate Responsibility Policy

1. What is Corporate Responsibility?

Corporate responsibility (CR), also known as corporate social responsibility (CSR) or business sustainability, addresses the ethics of an organisation's activities and how it operates in a way that is viable over the long term. These two factors are intrinsically linked, as a business that damages the systems on which it depends will ultimately be unsustainable.

CR starts with recognising that organisations' activities impact on society, the environment and the economy. Committing to CR means looking carefully at an organisation and the full range of its stakeholders, attempting to maximise the positive impact of operations and minimise any negative effects.

CR includes 4 key areas of interest:

- **community** – focusing on how our activities positively or negatively affect the general public and our local communities
- **employees** – focusing on the rights and well-being of our employees
- **environment** – how we manage our impact upon the environment
- **market place** – how we work with our partners, suppliers and customers

While the core rationale for CR is to reduce the risks to the business and ensure sustainable business practice, there are other benefits of a CR focus:

- increased efficiency and reduced waste
- building trust and enhancing brand in the marketplace
- supporting employee engagement, retention and employer brand

2. Our Values

Our values are:

- Expertise and quality
- Personalised and responsive customer service
- Value for money

These values must drive and be reflected in all our operations and be noticeable in all our dealings with our employees, customers, suppliers and partners.

We will actively seek customer feedback on our performance in relation to our values each year in our annual customer survey.

3. Statement of Corporate Responsibility

We will behave in accordance with our values, ethically and with integrity, with all our stakeholders in everything we do.

We believe that our strong commitment to our values strengthens our business, our workforce, our relationships with customers, suppliers and partners, and our impact upon the communities where we operate.

We are committed to:

- demonstrating our values in all our business operations
- conducting our business ethically and with personal integrity
- respecting and complying with the law
- being open and transparent in our business practices
- being a fair and equal employer
- protecting the health and safety and wellbeing of our employees
- safeguarding the environment

We seek to employ best practice in all aspects of our business, including use of child labour, equal opportunities, conditions of employment, remuneration and benefits, health and safety, bribery and corruption and the environment. We strictly prohibit the use of slavery or human trafficking within the business, in accordance with the UK Modern Slavery Act 2015.

Aims and activities determined by this policy

	Aims	Activities
The community	Patient Perspective Ltd. aims to contribute to the sustainability of its local communities by encouraging local recruitment and by minimising any potential negative impacts of its workplaces or practices upon the local community.	<ul style="list-style-type: none"> • Recruiting locally where possible. • Maintaining safe and clean office bases which have minimal impact upon neighbours. • Minimising the risks of health and safety impacts of our workplaces on our neighbours. • Engaging with local schemes such as recycling schemes and public transport initiatives.
Our employees	Patient Perspective Ltd. aims to be a fair and equal employer and to provide a safe, satisfying and positive work experience for all our employees.	<ul style="list-style-type: none"> • Fair and equal employment practices which meet all legal requirements. • Committed to diversity and provide equal employment opportunities to all employees and job applicants regardless of race, colour, sex, age, sexual orientation, creed, national origin or disability. • Zero tolerance of any form of workplace harassment including sexual harassment of an employee or employment candidate. • Active support for flexible, remote and home-working. • Providing clearly defined and satisfying roles.

		<ul style="list-style-type: none"> • Provide learning opportunities for employees to maximise their potential and ensure that the company achieves its business objectives. • Encouraging work-life balance. • We do not permit the employment of under-age children in our workforce. • Meeting health and safety requirements.
The environment	<p>Patient Perspective Ltd. is committed to the principles and practices of environmental protection and sustainable development within the workplace with a focus on continuous improvement.</p> <p>Patient Perspective Ltd. will seek to reduce its impact on the environment as far as possible and to improve its environmental performance in all areas.</p>	<ul style="list-style-type: none"> • Minimising waste by evaluating our operations and ensuring they are as efficient as possible. • Storing and disposing of waste properly. • Use of shredding company for responsible management of paper waste - BSIA-accredited company which ensures compliance with ecological and security legislation and 99% of shredded paper is recycled. • Minimising toxic emissions through the source of our power requirement. • Minimising packaging and using packaging that meets environmental standards and can be recovered or reused. • Encouraging staff to use environmentally-friendly means of transport for business purposes. • Actively promoting recycling at our Head Office and remote workspaces. • Sourcing and promoting products which minimise the environmental impact of both production and distribution, use and disposal. • Being aware of and reducing where possible any harmful environmental impacts of Company sites, buildings, and future developments or alterations. • Working within legal requirements. • Ensuring all staff are briefed on the environmental policy during induction and are encouraged to put forward suggestions for improving our practice in this area.
The marketplace	<p>Patient Perspective Ltd. aims to deal honestly with its customers and secure their loyalty and trust by providing excellence in value and service.</p> <p>Relationships with our suppliers and partners must be based on honesty, fairness and courtesy.</p>	<ul style="list-style-type: none"> • Demonstrating our values. • Seeking customer feedback each year. • Supporting fair competition.

We require all employees to comply with this Policy and related directives and policies. We are working to inform our contractors and suppliers of this policy.

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