

## **Corporate Social Responsibility Policy (CSR)**

Tecknuovo Limited (Tecknuovo)  
Edition 1 Published 03/20

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### **1. POLICY STATEMENT**

- 1.1 We acknowledge that running our business has an effect on society. In particular, we have a responsibility to our clients, our employees, and associates as well as the broader community in which we operate.
- 1.2 We are committed to taking responsibility for our actions and encourage a positive contribution towards improving standards for our clients and employees, minimising our impact on the environment and improving the quality of the local community.
- 1.3 By putting our CSR into practice, we are committed, wherever possible, to:
  - Conduct ourselves responsibly and in an ethical manner
  - Create a positive and supportive working environment
  - Support local charities and communities, through running partnership events
  - Improve service levels to clients
  - Minimise, and offset where possible, the impact on our environment.
- 1.4 This policy does not form part on any employee's contract of employment and may be amended at any time.

### **2. WHO IS COVERED BY THE POLICY?**

- 2.1 This policy covers all individuals working at all levels and grades, including senior managers, officers, directors, employees, consultants, trainees, homeworkers, part-time and fixed-term employees, volunteers, interns and casual workers.
- 2.2 This policy also covers our sub-contractors and associates whom we contract with to deliver Consultancy and project management services alongside us in support of our delivery of services To our clients (Contractors).

### **3. WHO IS RESPONSIBLE FOR THIS POLICY?**

- 3.1 Vicky Medlycott 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.
- 3.2 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 anyone has a suggestion, they should contact Vicky Medlycott.

- 3.3 We are fully committed to the highest possible standards of openness, honesty and
- 3.4 accountability. In line with that commitment, in accordance with our Whistleblowing Policy, 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. Our Whistleblowing Policy can be found on our online HR system.
- 3.5 We are committed to ensuring our policy remains effective. As part of our ongoing commitment, this policy is reviewed at least annually to verify its effective operation. Records of the reviews are maintained, and any necessary amendments are made to the policy, as appropriate.

#### **4. COMMUNICATION**

- 4.1 We communicate this policy to our staff and other stakeholders by means of our website, and internal HR system.
- 4.2 We provide our staff with training on our CSR strategy and seek to raise awareness of any negative impacts of our business and methods to reduce them

### **Our CSR principles**

#### **5. OUR CONDUCT**

- 5.1 We aim to adopt the highest professional standards and not to act in such a way as to compromise our firm's integrity.
- 5.2 We actively promote respect between our staff members in their dealings with each other and with clients and other third parties.

#### **6. OUR WORKING ENVIRONMENT**

- 6.1 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.
- 6.2 We maintain a Staff Handbook, which sets out the rights and expectations of all members of staff. 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. Our procedures in relation to training and development can be found within our Staff Handbook.
- 6.3 We consider all staff members to be equal and we aim to create a working environment which is free of unlawful discrimination. For more information on this please review our Diversity and Inclusion policy.

#### **7. OUR COMMUNITY**

- 7.1 We run a number of initiatives to support our community, both our technical community in London and across the UK, but also our wider community through charitable partnerships and Outreach.
- 7.2 Through our inclusive community – Meetup Mates – we strive to bring together less-represented members of the technical community. Creating a space where they feel welcome and providing them with the tools to engage with the technical meetup scene.
- 7.3 As a company we regularly support a chosen charity through ‘Donate your day’ initiatives, or by donating our time and expertise to assist charities solve business problems.
- 7.4 In considering our impact on the community we have resolved to reduce, and offset where possible, the carbon footprint of the company. This includes the business energy usage and transport.

## **8. OUR CLIENTS**

- 8.1 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 ethical service.
- 8.2 Wherever possible, we take steps to promote a diverse and inclusive working environment of equal opportunity across our client sites. We take steps to ensure that we run inclusive interviews for associates, and that our clients understand the importance of fostering a diverse and inclusive environment within their business. Please refer to our Diversity and Inclusion Policy for further Information.

## **9. ENVIRONMENT**

We are committed to behaving responsibly and to minimising our impact on the environment. We aim to minimise our impact on the environment by:

- Minimising waste and adopting sensible recycling policies in respect of our paper and food consumption
- Ensuring that electrical equipment and lights are off when not in use
- Ensuring that heating is turned off or down outside office hours

Additionally, where we cannot reduce our carbon footprint, we will offset it through partnerships with tree planting organisations. By May 2021 we will have offset our carbon footprint from 2019, and this partnership will be renewed annually.

## **10. RESPONSIBILITY**

Responsibility for this policy, including an annual review of the policy to:

- Ensure that it remains up to date, compliant and relevant to the needs of the organisation and its clients
- Verify it is in effective operation across the practice.