

## Corporate Social Responsibility (CSR) Policy

### Overview

At 4C Group, we believe that we each have a responsibility towards our environment. We strive to do all we can to conduct our business in a responsible and sustainable way and encourage those that partner with us to support us in this endeavour.

By putting CSR into practice, we are committed to:

- a) Conducting ourselves responsibly and in an ethical manner
- b) Creating a positive and supportive working environment
- c) Supporting local communities
- d) Acting with integrity in our dealings with suppliers and other parties
- e) Minimising the impact on our environment.

4C Group is committed to addressing sustainable outcomes through our supply chain, operations and partnerships. Drawing from the United Nations Sustainable Development Goals, 4C is working towards net zero to conserve our environment and resources more efficiently while striving to strengthen our community ties.

### Environmental:

- Manage water, materials, and energy resources where possible. Including but not limited to sourcing renewable energy and operating energy efficient appliances.
- Reduce environmental impact by implementing an environmental management strategy.
- Minimise waste by prioritising sustainable materials and reduce delivery packaging.
- Source environmentally friendly products that are recognised by credible standards.
- Protect local ecosystems and replenish natural resources where possible.

### Economic and Social:

- Engage with local communities to enhance quality of life.
- Provide upskilling opportunities to reduce inequalities.
- Enable small and diverse led organisations to participate in your supply chain.

### Governance:

- Measure and track impact against baseline.
- Share progress with stakeholders.
- Adhere to the Modern Slavery Statement where applicable to your business.

### Communication

We communicate this policy to our team, clients and other stakeholders via our website and internal memos.

### **Responsibility and review**

All members of the team have a role to play in complying with our CSR policy and overall objectives and are encouraged to make further suggestions in relation to initiatives we could undertake.

We are committed to ensuring our policy remains effective and this policy is reviewed at least annually to verify its effective operation.

## **Our CSR principles**

### **Our customers**

We work with and support many different types of customers by providing business and leisure facilities to meet their needs. We understand that our business exists in a competitive market and our customers expect a positive and professional guest experience and train our teams to consistently deliver this.

### **Our people**

We respect and value the things that make our team individuals and we are committed to creating a culture of inclusion and diversity.

We provide access to training for all our team to not only equip them for their current roles, but also to allow them to be in a better position to fulfil their full potential. We believe that supporting individual growth and development helps us attract and retain talented individuals and 38% of our current team have been with us over 5 years.

### **Our local communities**

In considering our impact on the community we have resolved to sponsor and support local charities.

We feel proud to have established a strong relationship with The Westminster Society, a local charity supporting those with learning disabilities and their families, to live as independently as possible. We both share an ethos in empowering individuals to develop their skills and realise their full potential.

We currently coordinate an annual Christmas appeal – gifts are given to the children the centre supports. It is always a delight to see the spark in the eyes of the children when receiving gifts from Santa which is a lovely closure to the year.

**Our suppliers**

We endeavour to work with organisations that share the same ethos of commitment in dealing with stakeholders fairly and ethically.

**Our environment**

We believe in the principle of caring for the environment and continually strive to incorporate environmental good practice into our workplace, taking a sustainable approach to waste management and minimising our use of resources across the business. We have taken steps to do this through:

- Adopting sensible paper and plastic recycling practices across our group.
- Ensuring heating or lighting is turned off outside working hours in our properties.