



Corporate and Social Responsibility Policy

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Document Control

Document Overview

Classification: Public
Document Details: Corporate and Social Responsibility Policy
Document ID: EPM011
Author: Director, Operational Excellence
Version: 3.0
Date of Last Review: 24th February 2025
Last Reviewed by: Chief Operating Officer (COO)
Date of Next Review: 28th February 2026

Document Approval

The Chief Operating Officer shall review this policy annually and shall determine whether any further changes need to be made prior to approval. Initial release and significant changes require approval from the board.

Document History

Date of Change	Summary of Change	New Version Number	Changes to be notified to:
13/08/24	Inclusion of the Employee Wellbeing section	2.0	AM, DH and KP
24/02/25	Formal review and update with COO	3.0	COO

Document Approval

This statement was approved by Andy Mackey, COO on 24th February 2025.



Corporate and Social Responsibility Policy

Introduction

EPM Limited (EPM) recognises that our corporate and social responsibility is crucial to our values and operations and in expressing our commitment to our stakeholders. They include customers, employees, investors, suppliers, the community and the environment.

We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.

This Statement is about how EPM takes account of its economic, social and environmental impact in the way it operates as a business. By demonstrating our commitment to Corporate Social Responsibility we aim to align our business values, purpose and strategy with the needs of our clients, whilst embedding such responsible and ethical principles into everything we do.

We build relationships with our customers, suppliers and the local communities we are part of, by encouraging our employees to consider the needs of others and involve themselves in public service. We will obtain a wide range of views on our social and environmental policies and performance.

The operational and ultimate responsibility for the commitment to our Corporate & Social Responsibility principles lie with the EPM Directors, although every employee is expected to give their full co-operation to the principles in their activities at work. Consultants or visitors are also expected to apply our environmental principles.

The effectiveness of the Policy Statement will be monitored and reviewed at least annually to ensure the Company's continuing compliance with any relevant legislation and to meet new business requirements and to identify areas in need of improvement.

Our Employees

We are extremely proud of our employees, who are at the heart of our ability to continuously strive to deliver an extraordinary Customer Experience and understand the instrumental role they play in our success.

We will respect our employees and encourage their development and training. We will promote equality as differences in responsibilities permit and consider the interests of our employees including their welfare and health and safety. We aim to empower our employees and we will recognise individual contributions and reward our employees fairly. Our ultimate aim is the happiness of our employees through their worthwhile and satisfying employment in a successful business.

- We shall operate an equal opportunities policy for all present and potential future employees and will offer our employees clear and fair terms of employment and provide resources to enable their continual development.

- We shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement.
- We shall provide safeguards to ensure that all employees of whatever nationality, colour, race or religious belief are treated with respect and without sexual, physical or mental harassment.
- 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.

Our Customers

EPM seeks to ensure that it deals responsibly, openly and fairly with existing and potential customers with a service hallmarked by integrity, quality and care by:

- Ensuring that all our advertising and documentation about 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.
- ~~We will register~~ Recording, acknowledging and resolving e-customer complaints in accordance with our standards of service - ensuring that if something goes wrong we will acknowledge the problem and deal with it
- ~~We will listen~~ Listening to our clients so that this can help us improve the products and services we offer to them.
- Ensuring that we benchmark and evaluate what we do in order to constantly improve our competitive edge in the marketplace.
- Ensuring ~~Our~~ contracts ~~will~~ 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.

Local Community

EPM also ensures that our work with the local community involves:

- Encouraging volunteer work in community activities
- Supporting local schools
- Supporting local fund-raising activities

Charities

We love to give back. This is clear through our charity work, where our key focuses are community, health and education. We prioritise initiatives which help those in need and which support the development and education of young people.

All charity events and fundraising activities are driven by colleagues, not the boardroom. We support a range of UK-wide charities each year, for which we provide support and raise funds. These charities are usually close to the heart of our team, and they've included Cancer Research UK's Relay for Life, Children's Liver Disease Foundation's Big Yellow Friday, the Rainbow Trust, and Magic Breakfast.

We also support various shoebox appeals and donations to a food bank. We sponsor one of our local football clubs, Huntingdon Town FC, where one of our team is a manager.

Environment

Protection of the environment in which we live and operate is part of EPM values and principles and we consider it to be sound business practice. Care for the environment is one of our key responsibilities and an important part of the way in which we do business.

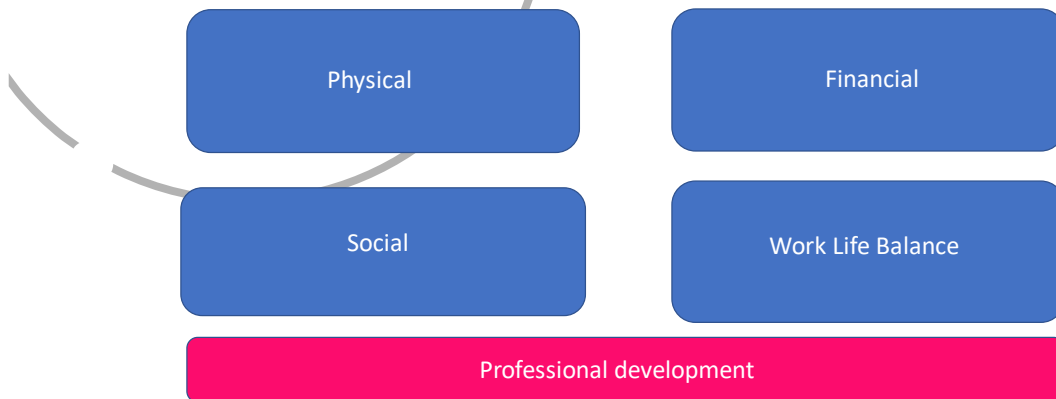
This statement is supported by our Environmental Policy.

Employee Wellbeing

Wellbeing strategy

Vision

To promote positive social and emotional wellbeing, mental health, resilience and wellness for all



Introduction

At EPM, our employees are at the heart of all we do. A healthy, engaged, and motivated team is essential for driving innovation, productivity, and overall company success. Our wellbeing strategy focuses on 5 areas of wellbeing and fosters a culture of inclusivity, work-life balance, and continuous development.

Our key objectives are: -

- **Enhance Physical Health:** Encourage healthy lifestyles and provide resources for physical wellbeing.
- **Support Mental and Emotional Wellbeing:** Create a supportive environment where mental health is prioritized.
- **Promote Work-Life Balance:** Help employees manage their work and personal life effectively.
- **Foster Personal and Professional Growth:** Provide opportunities for continuous learning and career development.
- **Support financial wellbeing:** Educating and support employees with financial advice and guidance through different life stages. Regular workshops with a financial adviser and pension and benefits webinars.
- **Social:** Offering a annual program of fun events which bring our teams together and provide reward and recognition. This is owned and co-ordinated by our engagement team.

Key Initiatives

Physical Health and Wellness

- **Health Assessments:** Offer through Hertfordshire university annual health screenings and assessments to help employees understand their health status.
- **Fitness Programs:** Provide discounted gym memberships, and organise different physical activities like yoga, fitness challenges, annual walking challenges and online classes.
- **Healthy Eating:** Offer healthy food options and snacks in the office and provide nutrition workshops.

Mental and Emotional Wellbeing

- **Employee Assistance Program (EAP):** Provide access to confidential counselling services for personal and work-related issues.
- **Mental Health Awareness:** Regularly conduct workshops and training on stress management, mindfulness, and resilience.
- **Flexible Working Arrangements:** Allow flexible working hours and remote work options to help employees manage personal responsibilities.
- **Mental Health Days:** Introduce mental health days to allow employees to take time off to recharge and focus on their wellbeing.
- **Mental Health First Aid Team:** We offer training to become a certified mental health first aider every 6 months We currently have a team of 20 certified employees who offer support and arrange sessions across the business.

Work-Life Balance

- **Flexible Work Policies:** Implement policies that support flexible hours and ways of working.
- **Time Management Workshops:** Offer training on effective time management and prioritization to help employees manage their workload.
- **Leave Policies:** Generous leave policies, including holiday leave, parental leave, and personal days, to allow employees to take necessary time away from work.

Personal and Professional Growth

- **Learning and Development:** We have a training and leadership continuum which provides access to training programs, workshops, and courses for skill development and career advancement.
- **Career Pathing:** Offer career counselling and development planning sessions to help employees achieve their career goals within the company.

- **Mentorship Programs:** Establish mentorship programs that pair employees with experienced colleagues to guide their professional growth.

Financial wellbeing

- **Pension:** webinars and online pension planning tool
- **Bupa cash plan:** for all employees which offers dental, optical, counselling, physiotherapy and alternative therapies.
- **Discount app:** helps and supports employees with a range of benefits and discounts
- **Various discounts and salary sacrifice schemes**

Our wellbeing strategy is an ongoing commitment to creating a workplace where employees feel valued, supported, and empowered. By investing in our employees' health and happiness, we are investing in our people and future success.

Approval for this statement

The Chief Operating officer is the owner of this document and is responsible for ensuring that this policy is reviewed in line with new legislation or directives.

This Policy was approved by the Andy Mackey COO on 24th February 2025 and is issued on a version-controlled basis under his signature.