

## Corporate Social Responsibility policy

The Thompson Group (including Thompson Audio Visual Communications Ltd, CTM Fire and Security (Preston) Ltd (trading as Thompson Group Services), Thompson Unified Communications Ltd and CTM Fire and Security Ltd) acknowledge that running our business has an effect on society. In particular, we have a responsibility to our clients, our employees and supply chain as well as the broader community in which we operate.

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.

By putting CSR into practice, we are committed, wherever possible, to:

- Conducting ourselves responsibly and in an ethical manner
- Creating a positive and supportive working environment
- Supporting local communities
- Improving service levels to clients
- Acting fairly in our dealings with suppliers and other third parties
- Minimising the impact on our environment.

### Communication

We communicate this policy to our staff, clients and other stakeholders by means of our website, publicity materials, and internal memos.

We provide our staff with training on our CSR strategy and this policy and seek to raise awareness of any negative impacts of our business and methods to reduce them.

### Responsibility and review

Scott Thompson, who is the firm's nominated officer, has overall responsibility for our CSR strategy and for implementing this policy. He has a key role in ensuring the systems and controls we have in place are effective.

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 Scott.

We are fully committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, and 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. Our Whistleblowing Policy can be found in our Staff Handbook.

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.

## **Our CSR principles**

### **Our conduct**

We aim to adopt the highest professional standards and not to act in such a way as to compromise our organisation's integrity.

We actively promote respect between our staff members in their dealings with each other, with clients and other third parties.

### **Our working environment**

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.

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.

We consider all staff members to be equal and we aim to create a working environment which is free of unlawful discrimination. In this regard, we also maintain an Equality and Diversity Policy.

### **Our community**

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

Our activities include sponsorships, employees volunteering to help the activities of community organisations, the loan, support, set up and operation of equipment to benefit the operations of charity events and more.

### **Our clients**

We are committed to delivering the highest levels of quality and customer service to all of our clients across the UK. 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 courteous service.

All clients are treated equally, irrespective of the size or type of organisation or the sector(s) or regions they operate in.

## Suppliers

We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings with our supply chain and other third parties. Our Equality and Diversity Policy can be found in our Staff Handbook.

We endeavour to enter into clear and fair contracts with our suppliers and commit to the timely settlement of suppliers' invoices.

Wherever possible, we aim to support the local economy by contracting with local suppliers.

## 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, cardboard and plastics use
- Providing safe and comfortable working conditions
- Encouraging staff to walk or cycle to work, use public transport or share vehicle journeys
- Ensuring that electrical equipment and lights are off when not in use
- Ensuring that heating is turned off or down outside office hours

## 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 Group

The senior member of staff responsible for the implementation of this policy is Scott Thompson.



Signed:

**Scott Thompson**  
**Managing Director**  
**24<sup>th</sup> March 2021**