



AK9 SECURITY AND FM SOLUTIONS LTD



CSR POLICY



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1. PURPOSE

We recognise that the delivery of our service has a direct impact on the environment and local community and that we have a responsibility to be a good neighbour, a good employer and a responsible service provider. AK9 seeks to maintain all ethical standards whilst providing a high level of service. The purpose of this policy is to recognise and understand our impact and the initiatives we can undertake to mitigate it in a responsible manner.

We undertake the following in order to contribute to our community and mitigate our impact on the environment:

2. SCOPE

Our responsibility to our Employees

- To support and encourage employees to be involved in charitable activities within the local community.
- To ensure that employees have the opportunity to realise their full potential and have the tools necessary to develop and grow through training, both compulsory and optional.
- To operate an open door policy allowing employees to raise any concerns with line managers and HR and to ensure that employees are not victimised for doing so.
- To ensure that each employee's traditions and beliefs are respected, and encourage and promote diversity throughout the organisation.
- To maintain communication with employees so as to ensure this and all other policies are actively exercised.
- To encourage employees to 'think outside of the box' and offer suggestions as to how any policy or process can be improved.
- To reward employees for hard work and innovative thinking should the idea help in the more effective running of the business.
- To protect each employee or supplier from third parties who may become abusive; this includes customers, suppliers and the general public.
- To ensure that employees protect and do not misuse company assets only use them in an appropriate manner as set out in the employee contract.
- To make certain that all employees are aware of the impact that we, as a business, and they, as individuals, have on the external environment.
- To support and understand employee well-being and mental health, ensuring staff are encouraged to maintain an appropriate work-life balance.

Our Business responsibilities

- To adhere to all relevant legislation surrounding our industry and, where necessary, will seek legal advice in order to ensure honest trade.
- To support charitable initiatives where possible and engage with the local community e.g. through job opportunities, volunteering and community projects.
- To compete fairly and ethically within our industry.



3. BRIBERY

- To comply with the Bribery Act 2010 and any amendments made to such legislation and acts.
- To make certain that no employee working on behalf of the Company shall accept or offer a bribe.
- To put in place necessary procedures in order to adhere to the Bribery Act 2010. Please see Anti-Bribery and Corruption Policy.

4. GIFTS

- To maintain that no employee shall accept personal gifts from customers or suppliers. If any employee is unsure as to whether what they are being offered constitutes as a gift then they are to refer to the company's Ethical Business Practice Policy.

5. CONFLICTS OF INTEREST

- To instil on our employees that they must respect the privacy of each employee of the company. Each employee is encouraged to avoid any activities which could conflict with their responsibilities to the company.

6. CONFIDENTIALITY

- To ensure all employees adhere to the legislation included in and surrounding the Data Protection Act 1998 and GDPR Regulations 2018. Please see the company's Data Protection Policy.

7. HEALTH AND SAFETY

- To maintain a safe working environment for all employees and also a safe and secure environment for our clients. Please see the company's Health and Safety policy for further guidance.

8. ENVIRONMENTAL

- To minimise our usage of electricity by ensuring all electrical appliances, where possible, are switched off at the end of each day.
- To minimise our impact on the environment through reduction of waste, vehicle emissions and energy consumption.
- To promote recycling and reuse initiatives.
- To have a separate Environmental Policy which addresses all issues surrounding this area.

9. CUSTOMERS

- To constantly strive to provide efficient, value for money, high quality and dependable services to all customers.
- To ensure all employees are to act in an honest and professional manner when dealing with all customers.
- To make sure all employees remain aware that they are being trusted with highly sensitive in-



formation and must not break the trust that our customers, suppliers and company as a whole have in them.

10. SUPPLY CHAIN

- To maintain working relationships as they are key to the success of our business.
- To ensure a fair and equal system is in place when selecting suppliers.
- To align the Company's objectives and aims with those of our suppliers.

11. THE LOCAL COMMUNITY

- To create employment opportunities for the local community.
- To be aware that our business affects our local and wider community whether as employees, customers or suppliers so we are constantly striving to build partnerships in order to create positive change.
- To protect our local communities and the public through an excellent service provision.

12. SECURITY

- To ensure that the properties we protect are safe at all times ensuring the security of data and staff.
- To ensure that our IT systems are well guarded and secure for the security of data.
- To provide a safe working environment for all employees and a safe environment for all customers and members of the public.

13. EMPLOYMENT

- To create equal opportunities for all employees. Please see the company's Equal Opportunities policy.
- To ensure all members of the company will not discriminate against colleagues or employees as per, but not exclusive to, the protected characteristics as detailed in the Equality Act 2010. Any instance where an employee is found to be non-compliant will be treated seriously as this will not be tolerated.
- To ensure all recruitment will be fair and consistent to each candidate. Please see the company's Recruitment Policy.
- To ensure that any employee who feels that they have grounds for complaint must follow the company's grievance procedure which is accessible to all.
- To provide training to employees to enable them to reach their full potential.
- To be respectful of the right to freedom of association, trade unions and collective bargaining.

Signed:

A handwritten signature in black ink that reads 'Faisal Ali'.

Name: Faisal Ali

Position: Managing Director