



## Corporate Social Responsibility (CSR) Policy

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### **Definition**

Corporate Social Responsibility (CSR) is defined as the integration of business operations and values, whereby the interests of all stakeholders including investors, customers, employees, the community and the environment are reflected in the company's policies and actions.

### **Scope**

This policy applies to the Company and its subsidiaries, associated companies and stakeholders. It may also refer to suppliers and partners.

ITI Network Services is a responsible business that wants to meet the highest standards of ethics and professionalism.

The Company is committed to legal compliance and is proactive in its willingness to observe community values, the promotion of human rights, the helping of communities and the protection of the natural environment.

### **Commitment and Aims**

ITI Network Services Ltd is committed to continuous improvement in its Corporate and Social Responsibility (CSR) strategy by

- Encouraging its business partners to implement CSR
- Continually improving its performance and meeting all applicable legislation
- Informing its staff to be mindful of the effect of their actions on non-renewable resources
- Introducing procedures to assist with implementing CSR

The CSR policy is to make clear to all stakeholders what the Company means by CSR and how it proposes to work towards implementing and achieving CSR. The CSR policy applies throughout all activities of the company.

ITI Network Services Ltd recognises that CSR embraces all aspects of sustainable development and social issues which are of most relevance to the Company.

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ITI Network Services Ltd shall operate in a way that safeguards against unfair business practices.

ITI Network Services Ltd believe that a responsible approach to developing relationships between companies and communities they serve, national and international, is a vital part of delivering business success

When carrying out its business, the Company will determine the environmental, social and economic issues.

ITI Network Services Ltd will continually review all policies and business practices to encourage engagement with business partners and to promote development.

### **Corporate Governance**

ITI Network Services Ltd is committed to ensuring that its business is conducted in all respects according to rigorous ethical, professional and legal standards

The Company will respect the law and ensure that all its business operations are legitimate and ensure that every partnership and collaboration is open and transparent

ITI Network Services Ltd endeavours to ensure that stakeholders have confidence in the decision-making and management processes of the services provided, by the conduct and professionalism of all staff. The Company does this by continually training and developing its staff.

All groups and individuals with whom ITI Network Services Ltd have a business relationship will be treated in a fair, open and respectful manner.

Competition will be reasonable and based upon the quality, value and integrity of the services being supplied.

Feedback on performance will be actively sought, and ITI Network Services Ltd will encourage customers to give feedback on its performance and ensure that all customer comments are analysed, responded to and where appropriate, acted upon.

ITI Network Services Ltd will honour its internal policies and an Action Plan has been developed to ensure continuous improvement is achieved.

### **Environment**

The Company recognises its responsibility towards the environment. The Company's existence is not lonely - it is part of a bigger system of people, values, other organizations and nature. The social responsibility of a business is to give back to the world just as it gives to us. Keeping our environment clean and unpolluted is a benefit to all. The Company will always follow best practices when disposing of garbage and using chemical substances.

ITI Network Services Ltd's objective is to endeavour to reduce the impact on the environment through a commitment to continual improvement and will continue to work with its partners to reduce their impact on the environment.

ITI Network Services Ltd will by applying Responsible Care to all activities, assess the environmental impact and report against these findings and report openly to all stakeholders.

Apart from legal obligations, the company will proactively protect the environment. Examples of relevant activities may include:

- Recycling wherever possible
- Conserving energy
- Keeping waste to a minimum
- Using environmentally-friendly technologies
- Purchasing from ethical and sustainable sources

### **Human Rights**

ITI Network Services Ltd is dedicated to the protection of human rights.

All partners are actively encouraged to observe international human rights norms within their work.

ITI Network Services Ltd aim to eliminate discrimination based on any grounds (Sex, Race, Creed, Colour, Nationality, Religion, Religious Belief, Marital Status, Sexual Orientation, Disability, Age or Trade Union Membership) and promote equality of opportunity

The Company will always conduct business with integrity and respect to human rights and will promote:

- Safety and fair dealing
- Respect towards the consumer
- Anti-bribery and anti-corruption practices

ITI Network Services Ltd is a committed equal opportunity employer and will abide by all fair labour practices. The Company will ensure that its activities do not directly or indirectly violate human rights in any country (e.g. forced labour).

In promoting the protection of people, the Company will ensure that it:

- Does not risk the health and safety of its employees and community
- Avoids harming the lives of local and indigenous people
- Supports diversity and inclusion

### **Sustainability**

A Sustainable Policy for Procurement of services will be maintained that will set out the principles, policies and procedures within Company.

### **Ethics and Ethical Trading**

ITI Network Services Ltd will ensure clear visibility through the utilised supply chains to know where products are being moved from and to.

Training will be provided as necessary to relevant people on environmental and social issues affecting the logistics supply chains.

ITI Network Services Ltd will ensure that partners uphold the workplace standards and behaviours consistent with the Company's requirements.

A documented environmental and social assessment will be undertaken for every new contracted partner.

ITI Network Services Ltd are committed to ensuring that the welfare of workers and labour conditions within the logistics supply chain meet or exceed recognised standards.

ITI Network Services Ltd hold regular meetings with partners to support these ideas.

### **Donations, Aid, Voluntary & Community Work**

The Company preserves a budget to make monetary donations. These donations will aim to:

- Advance the arts and education
- Support community events
- Alleviate those in need

The company will encourage its employees to volunteer. They can volunteer through programs organized internally or externally. The company may sponsor volunteering events from other organizations.

The Company may initiate and support community investment and educational programs. It can provide support to non-profit organizations or movements to promote cultural and economic development of global and local communities.

The Company actively supports local charities.

### **Learning and Training**

The Company will actively invest in R&D and Training. It will be open to suggestions and listen carefully to ideas. The Company undertakes regular reviews to assess training needs through the PDR process. The Company will try to continuously improve the way it operates.

### **United Nations Global Compact**

ITI Network Services Ltd is committed to the Ten Principles of the United Nations Global Compact. It will readily act to promote its identity as a socially aware and responsible business. Management will communicate this policy on all levels. Managers are also responsible for resolving any CSR issues.

### **CSR Supporting Policies**

The Company's CSR is implemented and maintained through the following key policies:

- CP013 Safeguarding Policy
- CP024 Quality Assurance Policy (ISO9001)
- CP027 Modern Slavery Statement
- CP028 Stress Policy
- CP039 Environmental Policy
- CP040 Health & Safety Policy
- CP041 Ethics Policy
- CP042 Anti-Bribery Policy
- CP068 Equal Opportunities Policy

### **Review**

This Policy will be reviewed on a quarterly basis in line with other company policies to ensure it is up to date and fit for purpose.

Signed

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*David Newton*  
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Dave Newton  
Managing Director