



Corporate Social Responsibility Policy

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1 INTRODUCTION

We are fully committed to the highest standards of openness, honesty and accountability.

In line with that commitment we actively encourage all staff members who have serious concerns about any real or perceived departure from the high ethical standards that we set to voice those concerns openly.

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.

2 OUR CONDUCT

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

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

3 OUR WORKING ENVIRONMENT

We recognise that our staff are our most important resource. We actively seek to offer staff a positive and healthy working environment and ensure that they have rewarding careers and job satisfaction.

We maintain an Employment 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.

We consider all staff members to be equal and we aim to create a working environment which is free of discrimination.

4 OUR COMMUNITY

In considering our impact on the community we have resolved to support a variety of charities. We will allow members of staff time off work to enable them to carry out work in support of their chosen charity and to encourage dialogue with local communities and groups for mutual benefit.

5 OUR CUSTOMERS

We are committed to delivering a high level of service to all our customers. We understand that our business exists in a very competitive market and in order to retain our customers we need to deliver a professional and courteous service.

6 SUPPLIERS

We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings with suppliers and other third parties.

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

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

7 ENVIRONMENT

We are committed to behaving responsibly and to maintaining 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 and food consumption
- Providing safe and comfortable working conditions
- Encouraging staff to walk, cycle or car share on their journey to work
- Ensuring that electrical equipment and lights are off when not in use
- Ensuring that heating is turned off or down outside of office hours

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 customers
- Verify it is in effective operation across the business