



KINGDOM

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**ESG POLICY**

Service With **Care**

# OUR CORPORATE & SOCIAL RESPONSIBILITY (CSR) POLICY

## INTRODUCTION

The concept of Kingdom's Corporate Social Responsibility can be explained quite simply; **it is doing the right thing – our internal self-regulation**. Corporate Social Responsibility, or CSR for short, is about how our existence affects stakeholders beyond our own business interests, recognising the impact that our operations have on the community at large. Our CSR focus is in the following areas:

- Our environmental impact
- Stakeholder engagement
- Conducting our business in an ethical manner
- Our corporate and community charitable impact
- Respecting human rights

These key areas of focus will have their own dedicated policies which include:

- Bribery & anti-corruption policy
- Counter terror policy
- Dignity at work policy
- Environmental policy
- Equality & diversity policy
- Health, safety & wellbeing policy
- Modern slavery policy
- Responsible supplier & procurement policy
- Sustainability policy
- Working time policy

## DUTIES & RESPONSIBILITIES

Collective accountability for corporate responsibility is held by the Kingdom Services Group leadership team. However, we all have a part to play.

We at Kingdom Services Group will:

- Identify and bring to the attention of the leadership team key social responsibility issues that may affect our business operations, brand image or the reputation of Kingdom Services Group
- Re-evaluate social responsibility, from time to time, in light of changes in public perception, industry best practices, and evolving priorities and needs in the communities where Kingdom does business
- To provide overview of Social Responsibility, our impact in the local and wider communities and our effect on our stakeholders and interested parties

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## AREAS OF FOCUS

**Environmental Impacts** - the protection of our environment is a key part of our values and principles and we consider it to be essential for best business practice. Our plan is to improve our performance and look to make such improvements to ensure wherever possible we are:

- Complying with all relevant environmental legislation, regulations and approved codes of practice, including our ongoing certification to ISO 14001
- Seeking to keep wastage to a minimum and maximise the efficient use of materials and resources.
- Managing and disposing of all waste legally and in a responsible manner.
- Providing training for our staff so that we all work in accordance with this policy, our environmental policy and within an environmentally aware culture.
- Periodically communicating our environmental performance to our employees and other significant stakeholders and interested parties.
- Developing our management processes to ensure that environmental factors are considered during planning and implementation.
- Monitoring and continuously improving our environmental performance.
- Take consideration of environmental issues in the services we provide and endeavour to keep our environmental impact to an absolute minimum.

**Stakeholder engagement** – working with our suppliers, staff and customers is critical to effective enforcement of our CSR policy. We are also aware of the other interested parties who's need we must also consider. Regulatory bodies, certification bodies, insurers, consumers and the general public are all affected by our actions and we shall ascertain and try to make sure that our own contractors respect principles equivalent to our own. We shall ensure that we:

- Make sure our sub-contractors comply with the legal and contractual provisions laid down in employment law and with existing collective supplier agreements
- That we make stakeholders and interested parties aware of our particular policies around corporate social responsibility
- We communicate openly and honestly with all stakeholders and interested parties in respect of corporate social responsibility
- Co-operate, communicate and collaborate on corporate social responsibility initiatives
- Communicate an annual statement, outlining Kingdom's contribution to corporate social



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**Ethical Business Practice** – Kingdom Services Group will endeavor to conduct business in a fair, respectful, honest and transparent way. Meeting the requirements of relevant legislation is paramount and something we will always do in all our business dealings. We shall ensure that:

- Ensuring that all our advertising and documentation regarding 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
- Avoiding pressure selling techniques
- Paying suppliers and sub-contractors within agreed timescales
- Ensuring that if there is an issue we will acknowledge the problem and deal with it.
- Listening to our customers so we improve the products and services we offer
- Respecting customer confidentiality
- Protecting customer assets and information
- Protecting the public from harm and distress

**Corporate & Community Charitable Impacts** – Community and charity are key to our existence. Providing local jobs for local people which serve the local community is important. Kingdom Services Group has a national presence across numerous sectors, including security guarding, cleaning, facilities management and environmental services. We will support the communities we operate in the best we can and will do so by:

- Working and supporting local and national charities. We will review these charities annually to ensure a fair representation
- Encouraging volunteer work in community activities including allowing employees authorized absence to undertake work
- Supporting local schools
- Supporting and sponsoring our staff in their charitable work
- Supporting our customers in delivering their own corporate social responsibility

**Respecting human rights** – we shall always respect the human rights of others and ensure everybody associated with Kingdom Services Group are respectful of each others human rights. To this end we shall ensure:

- Freedom of opinion and expression – everyone should have the right to express an opinion without fear of reprisal or harassment
- Promotion of social dialogue - collective bargaining and freedom of association help to ensure fair employment terms and working conditions
- Freedom from modern slavery – we shall ensure that our employees have freely chosen their jobs and are free to leave them under their terms of employment. This extends to our supply chain, which we will monitor and audit for modern slavery and child labour
- Pay fair and equitable remuneration
- Freedom from discrimination - unfair and unfavorable treatment of certain individuals, because of their gender, age, religion, political views, national origin, sexual orientation, gender identity, health, or disability, as unacceptable

### Objectives and Targets

We have established a clear set of objectives and targets that we are committed to achieving. Through consultation and collaboration with our colleagues, customers, suppliers and other interested parties, Kingdom Services Group are committed to the following:

- Reduce our carbon footprint by 2%
- Further investment in technology to improve efficiencies and reduce waste
- Roll out further training programs for sustainability, modern slavery and equality and diversity
- Promoting social responsibility through our environmental services work
- Supporting local authorities in green projects funded by the work from our environmental services division
- Continue our commitment to the local community, through our patronage and commitment to the Wigan Youth Zone
- Continue our support through our colleagues to Children with Leukaemia, and Shine
- Continue our support to MacMillan Nurses and dementia support through regular coffee mornings
- Continue to support our colleagues, customers and other stakeholders in their own charitable endeavours

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## ACHIEVEMENTS & PERFORMANCE HIGHLIGHTS

### Donations and Charitable Community Programs

- Examples include:
  - CAMP KENYA TRUST
  - CHILDREN WITH LEUK
  - RAINBOW TRUST
  - WILLOW BROOK HOSPICE
  - JUST GIVING CHARITY
  - AA CHILD SPONSOR
  - ASBAH - SHINE
  - DERIAN HOUSE CHARITY
  - BLUESTAR JFC
  - CHILDRENS HEART FOUNDATION
  - QUEENSCOURT HOSPICE
  - RACE FOR CARERS
  - HERTZ-AIR AMBULANCE
  - QUEENS COURT HOSPICE
  - GREAT ORMOND ST HOSPITAL

Wigan Youth Zone Kingdom is proud to have become a major sponsor of Wigan Youth Zone – the UK's largest youth club. Wigan Youth Zone aims to help young people aged 8 to 19 develop real and achievable aspirations for the future and to achieve their dreams. It is based in a prominent site in the heart of Wigan town centre, close to train and bus links.

Wigan Youth Zone aims to be accessible to young people by being open in the evenings, at weekends, and during the school holidays, 52 weeks a year – the times when young people need them most. They also aim to offer the best quality provision, be affordable to young people, and be a welcoming and inclusive place for young people only to go and to provide role models to young people.

They also aim to be sustainable by building strong partnerships between public and private sectors to ensure sustainability. Wigan Youth Zone is a registered charity. They need to raise around £1.5million each year to make sure their doors stay open seven days a week, giving young people somewhere to go, something to do and someone to talk to. A minimum of £500,000 per year needs to come from the local private sector. They don't make any profit; they rely on volunteers, and aim to keep costs for their members as low as possible – currently just £5 for a year's membership, and then 50p per visit.

Kingdom is very proud to have committed to investing in this outstanding cause. There are four levels of patron – Founder, Gold, Silver and Bronze, and Kingdom is the highest level – Founder. Our sponsorship will be put towards everything from basics such as like lighting and heating to equipment, staff and ensuring the best quality provision for young people. As well as providing financial support, we are also helping and supporting Wigan Youth Zone in many other ways, including by being directly involved in fundraising, and by providing free community days to allow our people to go in and support Wigan Youth Zone, using their personal expertise where appropriate.

Wigan Youth Zone allows young people to get active and try something new. Every night of the week they have at least 20 different activities on offer, so there is always something for everyone to have a go at. Facilities available at Wigan Youth Zone include a full gym with state of the art equipment, a 10-metre indoor climbing wall, four good sized AstroTurf pitches which can be used for a wide variety of sports, a sports hall, a welcoming recreation area which includes table tennis, table football, giant Jenga and pool tables, a skate park, a dedicated girls room, a music studio, an art room, a dance studio, a fight club, and a cafe and tuck shop. They also run trips, run the Duke of Edinburgh Award scheme, put on themed nights, challenges, quizzes and alternative games and activities, and run all kinds of activities to encourage enterprise and employability. They support young people with additional needs, and provide support to young people in areas such as drug awareness, sexual health, body image, bullying, domestic skills, relationships, domestic violence, smoking cessation and counselling around bereavement, self-harm and depression.

Date: JAN 2023 Name and Position: Terry Barton BA (Hons) Law – Chief Executive Signature:

