

Corporate Social Responsibility Statement

This Statement is about how Acuity Research and Practice Ltd takes account of its economic, social and environmental impact in the way it operates as a business. By demonstrating our commitment to Corporate Social Responsibility, we aim to align our business values, purpose and strategy with the needs of our clients, whilst embedding such responsible and ethical principles into everything we do.

The elements of this Statement cover our approach to dealing with clients, suppliers and the local community in an effort to support reducing our energy, procurement, transport, water use and other business usage to reduce our carbon footprint and environmental impact.

Environment

- Protection of the environment in which we live and operate is part of Acuity's values and principles and we consider it to be sound business practice. Care for the environment is one of our key responsibilities and an important part of the way in which we do business.
- In this policy statement we commit our company to:
- Complying with all relevant environmental legislation, regulations and approved codes of practice
- Protecting the environment by striving to prevent and minimise our contribution to pollution of land, air and water
- Seeking to keep wastage to a minimum and maximise the efficient use of materials and resources
- Providing training for our staff and information for our Associates so that we all work in accordance with this policy statement and within an environmentally aware culture
- Monitoring and improving our environmental performance.

As a consultancy operating chiefly via home-based locations, we do not have a high environmental impact however we consider environmental issues in the services we provide and endeavour to reduce our environmental impact to an absolute minimum.

The Directors will ensure that the Company reduces the environmental impact on the Company by:

- Reducing our travel by road wherever possible and using public transport if available and conference call facilities, virtual meetings etc.
- Ensuring all lighting and electrical equipment is switched off when not required
- Ensuring water is used efficiently
- Using scrap paper for drafts and notes
- Printing in mono and double sided where possible
- Recycling all waste
- Shredding business documentation
- Sourcing recycled materials wherever possible
- Working with partners/suppliers who take steps to minimise their environmental impact

Local Community

The Directors will also ensure that our work with the local community involves

- Working and supporting local and national charities
- Encouraging volunteer work in community activities
- Undertaking voluntary business advisory services via professional bodies

Opportunities for residents

Acuity is strongly committed to providing opportunities for social housing tenants to develop as research professionals, and we work in partnership with third-sector organisations and landlords to train and employ residents to work as home-based interviewers in our virtual call centre. Full training and support are provided for recruits to these permanent full-time and part-time roles.

Clients

The Directors will also ensure that we deal responsibly, openly and fairly with clients and potential clients by:

- Ensuring that all our advertising and documentation about the business and its activities are clear, informative, legal, decent, honest and truthful



- Being open and honest about our services and telling customers what they want to know, including what we do to be socially responsible
- Ensuring that if something goes wrong, we will acknowledge the problem and deal with it
- We will listen to our clients and encourage feedback to help us improve the services we offer to them
- Ensuring that we evaluate what we do in order to constantly improve our competitive edge in the marketplace

The Directors will also ensure that we deal responsibly, openly and fairly with suppliers by:

- Ensuring that we use local suppliers as much as possible
- That we will endeavour to pay on time
- Not expecting any discounts to have a detrimental effect on their business

The operational and ultimate responsibility for the commitment to our corporate social responsibility principles lies with the Directors of Acuity Research and Practice Ltd. Every employee, consultant or visitor is also expected to apply our environmental principles.

The effectiveness of the Policy Statement will be monitored and reviewed at least annually by the Directors to ensure the Company's continuing compliance with any relevant legislation and to meet new business requirements and to identify areas in need of improvement. We will also ensure that any changes are brought to the attention of employees/consultants as necessary.

This policy was adopted in August 2011

SIGNED BY DENISE RAINE, DIRECTOR

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Last Reviewed: 28 December 2023

Next Review: 31 December 2024

