



Corporate Social Responsibility Statement

This Statement sets out how Acuity Research and Practice Ltd takes account of its economic, social and environmental responsibilities in its business operations. Corporate Social Responsibility is integral to our values, purpose and strategy, and underpins how we work with clients, suppliers, partners and the communities we serve.

Our approach reflects proportionate and responsible business practice, aligned with Environmental, Social and Governance (ESG) principles, and is embedded across our operations, research activity and professional conduct.

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

- As a small, primarily home-based consultancy, Acuity recognises that its direct environmental footprint is modest. Nevertheless, we are committed to operating in a way that minimises environmental impact and supports sustainable practice wherever reasonably practicable.
- 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.

Acuity will ensure that the Company reduces its environmental impact by:

- Reducing carbon-intensive travel wherever possible, prioritising virtual meetings and digital delivery, and using public transport when travel is necessary.
- 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
- Operating a digital-first approach to research delivery, reporting and communications to minimise paper use and resource consumption

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 firmly committed to creating meaningful employment and development opportunities for social housing residents. We work in partnership with third-sector organisations and housing providers to recruit, train and employ residents as research professionals within our virtual call centre.

These roles are paid, flexible, and home-based, with full training, ongoing support and opportunities to develop transferable skills. We recognise and value lived experience as a strength in research and are committed to inclusive and accessible employment practices.

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

Acuity 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, 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 first adopted in August 2011 and has been reviewed annually since this time.

SIGNED BY DENISE RAINE, DIRECTOR

Version: Corporate Social Responsibility Statement v2025.Docx

Last Reviewed: 14 December 2025

Next Review: 31 December 2026

