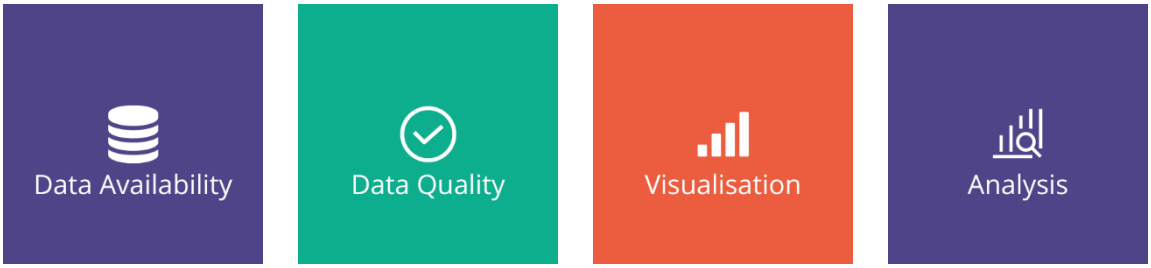
Policy statement

BRINGING DATA TO LIFE

Human Rights and Corporate Responsibility Policy

Policy statement

Unrestricted



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Leadership team vision

Our leadership team is committed to using the business as a force for good, creating an organisation that delivers strong commercial performance while contributing meaningfully to the world around us. We believe long-term success is built on doing what is right: protecting the rights, wellbeing and development of our employees, reducing our environmental impact and supporting the communities in which we operate. This commitment informs our decisions, guides our culture and helps ensure that our responsibilities to people and the planet remain integral to the way we work.

Purpose

This policy sets out CSL's approach to human rights, employee wellbeing, environmental responsibility, ethical business practices and community engagement. It applies to all employees, directors and contractors working for or on behalf of CSL and informs our approach to suppliers and other business partners.

Risk based approach

CSL takes a proportionate and risk-based approach to managing human rights, environmental and corporate responsibility risks. As a UK-based Business Intelligence solutions provider with around 24 employees and a predominantly UK supply chain, we recognise our responsibility to understand and manage the potential impacts our business may have on people and the environment.

1. Risk Identification & Assessment

We periodically review the risks that are most relevant to our business, activities and suppliers. As a software and data services company with a relatively small environmental footprint, our key areas of focus include:

- Labour standards and employee wellbeing
- Data privacy and information security
- Responsible sourcing of software and digital services
- Environmental impacts associated with energy use and electronic equipment

Where appropriate, we carry out due diligence on key suppliers, particularly software and cloud providers, taking into account their approach to human rights, information security, environmental responsibility and ethical business practices.

2. Preventive & Mitigating Measures

To prevent and mitigate identified risks, CSL maintains and implements:

- internal policies addressing ethical conduct, equality, and data protection
- secure operational processes certified to ISO27001 standards
- responsible procurement practices, including consideration of vendor sustainability credentials

3. Responding to Concerns

Where a potential or actual human rights or environmental issue is identified, CSL will take appropriate action. Depending on the nature of the concern, this may include:

- Reviewing the issue and gathering relevant information
- Engaging with affected parties or other stakeholders
- Taking corrective action where required
- Monitoring actions taken to ensure they remain effective

4. Working Responsibly with Suppliers

Our supply chain is primarily UK-based, with a small number of overseas software providers. We seek to work with reputable suppliers who operate responsibly and share our commitment to ethical business practices. Where appropriate, we may request information or assurances relating to modern slavery, environmental responsibility and legal compliance. Should any concerns arise, we will investigate them appropriately and take action where necessary.

5. Continuous Improvement

CSL is committed to continually improving its approach in this area. We will keep our processes under review and make changes where needed to reflect legal requirements, good practice and the way our business evolves.

Our commitment to our colleagues

CSL is committed to providing a supportive, fulfilling and enjoyable working environment in which colleagues can develop and contribute to the success of the business.

In particular;

- Employee compensation and benefits
    - The company offers competitive salaries which are regularly reviewed.
    - We share the company's financial rewards with all colleagues by way of a company profit share scheme, which also rewards service to the company.
    - We provide a generous pension scheme.
    - We provide free Permanent Health Insurance to all colleagues.
    - We offer an electric car lease scheme and various novel environmental benefits such as "Green Expenses" for the whole family and interest free home environmental improvement loans.
    - We support eligible existing members of the childcare voucher scheme.
    - We offer flexible working hours, hybrid working and a nine-day fortnight scheme.
    - We give a generous team lunch budget as well as providing free breakfast and lunch when working in the office.
    - The company arranges various social and team events through the year.
    - We offer our employees clear and fair terms of employment and provide resources to enable their development.
- Employee development
    - We formally appraise all employees' performance every year.

        - We conduct and document “3-year CV” personal development reviews with all colleagues annually to work together to develop their skills and careers.
        - Every employee has a 30 minute one-two-one meeting with their manager every fortnight.
        - We hold an annual employee awards ceremony, with input from colleagues and customers, to recognise individual and team contributions.
- Employee engagement
    - We hold regular company communication meetings to keep all colleagues informed of Company news, plans and results.
    - We hold an annual all expenses paid trip away to involve employees in the development of company strategy and culture.
    - We use OfficeVibe to continually monitor employee engagement, happiness, safety and cultural alignment.
    - We encourage employees to share praise and recognition with each other through OfficeVibe.

CSL is committed to being an equal opportunities employer. The Company has a separate Equal Opportunities Policy.

Our commitment to our environment

CSL has a separate Environmental Policy that sets out how we manage and seek to reduce the environmental impacts associated with our activities.

We measure our carbon footprint and use a science-aligned approach to establish reduction priorities and monitor progress. We participate in an annual EcoVadis sustainability assessment and share the results and relevant improvement priorities with our employees.

CSL is also a signatory to the SME Climate Commitment and supports the Race to Net Zero initiative. Through this commitment, we have pledged to halve our greenhouse gas emissions by 2030 and achieve Net Zero by 2050, and we continue to look for practical ways to reduce our environmental impact year on year.

Alongside reducing emissions at source, CSL seeks to compensate for twice its measured annual carbon footprint through the purchase of carbon credits. Our longer-term ambition is to address the measured carbon footprint associated with the business since the current management team assumed responsibility in 2018.

Our commitment to our community

CSL actively supports charitable organisations through financial donations and fundraising initiatives, donating around 10% of our profits to charitable causes. All employees are involved in the selection of charities that we support and allocate approximately 50% of all donations.

These efforts reflect our commitment to social responsibility and making a positive impact in the communities where we operate.

CSL also supports local school and regularly accepts applications for work experience placements from students.

As a specialist provider in the healthcare space, we have regularly and consistently provided data solutions to the NHS at no cost, and in 2025 became the first company to be accepted as patrons of the Bevan Circle, associated with NHS Charities Together.

Data based approach to continual improvement

CSL's Culture Team meets quarterly to review the key measures set out in Appendix A. The Team considers trends, progress and areas requiring action, with relevant findings and recommendations reported to the Board. Metrics are reviewed in aggregate wherever possible and handled in accordance with CSL's data protection and confidentiality requirements.

Appendix A – Culture team KPIs

The following metrics are reviewed on a quarterly basis:

Employee engagement

- Employee engagement score vs industry benchmarks
    - Variations by team
    - Variations by area
        - Wellness
        - Relationship with manager
        - Relationship with colleagues
        - Alignment
        - Recognition
        - Satisfaction
        - Ambassadorship
        - Personal Growth
        - Feedback
        - Happiness
- Number of GoodVibes sent / received
- Participation levels with company events

Personal development

- Report of training hours logged & any 3rd party training
- % of employees receiving regular 121's with their manager
- % of employees due and receiving an appraisal
- % of employees with a personal development plan
- % of employees receiving at least an inflationary pay increase (July only)
- Number of employees receiving a promotion (July only)

Employee wellbeing

- Number of sick days in the period
- % of annual leave booked & taken
- Number of employees not taking leave
- Number of employees on a Stress Management Plan in the period
- Number of official complaints received by employees
- % employees overdue discrimination and harassment training

Document information

Version	2.1	**Security level**	Unrestricted
Status	Draft	**Job number**	NA
Client	Internal		

Document history

Version	Created/updated by	Date	Comment	QA by
1.0	Sharon Sotheron	07.09.2012	Initial version	M Beckett
1.01	Sharon Sotheron	28.01.2021	Updated template & Family members may be invited to the summer event. Breakfast & lunch provided when working in the office	G Williams
1.02	Gemma Williams	23.02.2022	Reviewed. No update required	S Sotheron
1.03	Gemma Williams	05.05.2023	Reviewed. No update required	S Sotheron
1.04	Gemma Williams	27.06.2024	Reviewed. No update required	K Martyn
1.05	Gemma Williams	22/05/2025	Reviewed & added charitable donations section	K Martyn
2.1	Matthew Beckett	06/02/2026	Broadened to cover aspects of human rights and more details on our aims as company in this area	G Williams

Company information

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