

## COPORATE SOCIAL RESPONSIBILITY (CSR) POLICY

We willingly accept our corporate social responsibilities in recognition of the need to preserve social equity and the environment, and to ensure good governance. Our efforts in this regard are guided by the ISO 26000 standard.

### **Accountability and transparency**

We communicate our policies, objectives, and performance openly and honestly to our stakeholders and others with an interest in our activities. We encourage them to communicate with us and take their views into account.

### **Ethical behaviour and the rule of law**

Acting ethically means, first, complying with the rule of law; and second, being continually aware that there are right and wrong options in business and consistently making the 'right' choice. Surrey Security Services aims always to make the 'right' choices, and to comply with all relevant legislation.

### **Respect for stakeholders**

As a responsible company, we believe that our long-term future depends on respecting the interests of all our stakeholders: customers, suppliers, associates, and the wider community. We take seriously our responsibilities to those groups and recognise that our relationships with them and the community in which we operate are crucial to our performance and our ability to operate effectively.

### **Labour practices and respect for human rights**

We understand that to be a good corporate citizen, we must respect the human rights of all those who have dealings with us, whether directly (as employees or customers, for example), or indirectly (for example, our suppliers' employees or people otherwise affected by our activities).

### **The environment**

We operate a dedicated environmental policy that recognises our obligation to contribute to a better and more sustainable environment.

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#### **Surrey Security Service Limited**

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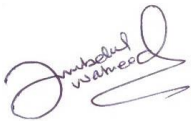
### Consumer issues and fair operating practices

We recognise that, in providing products and/or services to our customers, we have a number of responsibilities including:

- Providing what has been paid for
- Giving accurate information to allow for informed choices.
- Using fair, transparent, and helpful marketing
- Ensuring that our processes and contracts are clear and not misleading.
- Ensuring that our customers remain safe.
- Offering competitive prices
- Providing clear mechanisms for dealing with complaints, and the right to redress wrongs.
- Respecting the privacy of all our stakeholders.

### Community involvement

Wherever possible, we try to engage with our local communities and support initiatives that help to build more vibrant, economically sustainable neighbourhoods.



Signed:

Abdul Waheed  
Managing Director  
Surrey Security Service Ltd

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