



CSR Policy

What is CSR?

Corporate Social Responsibility (CSR) is about the positive and negative impact an organisation makes on society, the environment, and the economy. Having an effective CSR adds value to Executive PA Solutions, as it ensures we operate in a sustainable and ethical way throughout the whole of the business.

This benefits our company in a number of ways: -

- Understanding the needs and values of our clients to help attract and retain them to the business.
- Working closely with our Associates to ensure that environmental and people friendly practices are consistent across the business, as well as valuing their important contribution to our success.
- Complying with the latest laws and legislation to protect the business and the people we connect with.
- Demonstrating that our values are important and evidenced throughout everything we do.

Scope

This policy is applicable to the following stakeholders within the business:

1. Clients
2. Associates
3. Third party suppliers

We engage with them to ensure we are delivering our aim to deliver a premium level PA service to our clients every day of the week.

Our Values

At Executive PA Solutions, we believe the alignment of values is the secret to our success in sustaining long-term working relationships. Be those relationships with our clients, associate team, or other suppliers. We do so with a human touch.

Integrity – we pride ourselves on being open, honest, and having strong moral principles. We aim to consistently deliver exactly what we say we will, going beyond to exceed your expectations. What's important to you is equally as important to us in the support we give.

Transparency – we operate in a way that creates openness between our clients and us; communication is vitally important and by being transparent in our ongoing process, together we all achieve results. We're happy to be held accountable.

Proactiveness – at the senior levels that we have worked, we routinely take an active role in dealing with things before they need to be taken care of, making decisions and keeping things moving in the right direction with minimal handholding.

Commitment – we are dedicated to empowering you to seize new opportunities and reach your goals. We are committed to growing and sustaining a long-term working relationship with you. In fact, we believe it's the secret to our success.

Delivering our CSR

As the business continues to grow, we will work with our stakeholders to develop and deliver our CSR policy organically, by reviewing current success as well as incorporating new areas in the following ways:

1. Ensuring Good Governance

Creating this policy is the first step to a more formal adoption of CSR as part of our core structure and business practice.

We will undertake appropriate CSR actions that strengthen our organisation, and review and report on our CSR with our Associates to ensure it is effective and reflective of our stakeholder and environmental needs.

We will share our CSR policy and activity publicly to ensure transparency in everything we do.

We will work to go above and beyond compliance to all legal obligations related to our core function, ensuring we are aware of - and working to reduce - issues such as modern slavery, bribery and corruption, inequality and discrimination and environmental damage within our business.

2. Investing in People

We will work in consultation and partnership with our stakeholders to ensure that we are an accessible organisation that treats everyone with equality, dignity, and respect.

We will provide services and support that aim to be fully reflective of our stakeholder needs and use local suppliers where possible.

We will provide opportunities for others to be successful within the business, providing our Associate VAs with the support required to be the best they can be.

We will connect with our wider community and use our passion and skills to support others in need, focusing on causes close to our hearts.

3. Protecting our Planet

We will monitor the impact that our organisation and associated activities are having on the environment and implement changes that focus on mitigating our overall footprint.

We will make conscious decisions on our procurement, and work to reduce single use plastic and excess waste at our meetings and events.

We will encourage our committee and members to choose more sustainable transport options when attending our face-to-face events or visits.

Measuring our Impact

Where possible we will report on our CSR impact monitoring against the targets set within the associated CSR action plan. We will communicate our results to our associates, clients, and the public on a regular basis, and produce an annual report highlighting success, review and improvements going forward.

We will review the action plan throughout the year and remediate any identified issues to ensure we are achieving the highest level of customer satisfaction and impact.

Signed: Sandy Hearn

Date: 31 October 2022

Position: Managing Director

Date of review: November 2023