



# CIDORI

Igniting careers,  
Transforming workplaces.



# Corporate Social Responsibility Policy

# Policy Statement

CIDORI are committed to operating the organisation and its business function in a socially responsible way that benefits our staff, stakeholders, the environment, and the regions we operate in.

To achieve these aspirations, we have identified **three key priorities** which reflect the essence of what we aim to build on and achieve in the short, medium, and long term.

- **Supporting charities**

Each year we encourage the staff to nominate a charity or charities that will benefit individuals and groups who CIDORI staff are directly involved with or have a link to the purpose or activity of the chosen charity.

We also support organisation we work with who require sponsorship to ensure their function is achievable and continues to benefit those actively involved.

All of the above is aligned with our core values:

- Ambition
- Commitment
- Teamwork
- Innovation
- Challenge

and the 'CIDORI 6' behaviours:

- Communication
- Integrity
- Development
- Openness
- Respect & Responsibility
- Initiative & Innovation
- Local activity



Employees can request financial support or goods to assist their own volunteering and locally based activity. This process is available to all employees on request and supported by a business case.

Each request is received and assessed on a case-by-case basis and is approved by the Managing Director and Board.

A requirement of this activity is to ensure CIDORI are making a positive impact on groups or individuals' development and personal/social skills as well as making a positive impact in the local community.

Our recruitment strategy ensures each application is taken on merit and we welcome learners from all walks of life, we ensure every person joining a programme of study has access to sustainable vacancies within "easy reach" and with the option to use public transport.

- Environmental Responsibility

Using the Government published Carbon Reduction Template and our own annual green audit we are committed to the continued implementation of a verified carbon reduction programme.

We will make our employees and stakeholders aware of our commitment via regular communications published on our website and CPD activity to raise awareness and change behaviours.

We will encourage our partners to include modules in learning packages, to include waste management and sustainable management at a range of levels to ensure their learners are fully aware of the need to reduce GHG. Our own staff are encouraged to use IT based resources for meetings and carrying out of day-to-day activity, whilst partners deliver learning online to reduce the need to travel to venues.

When reviewing our internal policies, we include our environment responsibilities to ensure we are maximising our efforts towards carbon reduction.



# Stakeholder Expectations

Gateway Managed Services (GMS) further recognises that we must integrate our business values and operations to meet the expectations of our stakeholders. These include customers, employees, investors, suppliers and our wider community and environment.

- We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We shall be open and honest in communicating our strategies, targets, performance, and governance to our stakeholders in our continual commitment to sustainable development.
- The Managing Director is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance on this policy rests with all employees throughout the company.

# Our Partnership Focus

- We will maintain a high level of business performance while minimising and effectively managing risk ensuring that we uphold the values of honesty, partnership, and fairness in our relationships with all our stakeholders.
- Our contracts will clearly set out the agreed terms, conditions, and basis of our relationship, and will operate in a way that safeguards against unfair business practices.
- We shall encourage suppliers and contractors to adopt responsible business policies and practices.
- We shall encourage dialogue with local communities for mutual benefit.
- We will register and resolve customer complaints in accordance with our standards of service.
- We shall support and encourage our employees to help community organisations and charities.
- We shall work with local schools, colleges, and universities to assist young people in choosing their future careers, thereby being an advocate for our industry.

- We shall operate an equality and diversity policy for all present and potential future employees and will offer our employees clear and fair terms of employment and provide resources to enable their continual development.
- We shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement.
- We shall provide safeguards to ensure that all employees of whatever nationality, colour, race, or religious belief are treated with respect and without sexual, physical, or mental harassment.
- We shall provide, and strive to maintain, a clean, healthy, and safe working environment in line with our health and safety policy and safe systems of work.
- We shall develop environmental policies and objectives as part of the business planning cycle.

