

Corporate & Social Responsibility Policy

POL_EGR_044

1 Purpose

1.1 Policy Statement

The EGroup Protective Services Group's (EGroup) Corporate & Social Responsibility Policy (CSR) was prepared to provide all employees of the organisation as well as those with whom we do business and the general public, with a formal statement of our commitment to the standards and rules of ethical day to day business Operations.

This Policy should be considered the basis on which we conduct business on behalf of EGroup, and is the cornerstone of EGroup's ethical business practices.

EGroup understands its obligation and maintains a sustainable commitment to CSR in respect to current industry legislative guidelines and industry best practices.

In addition, as a company we will add value to our employees, the local community and society as a whole, while contributing to Australia's economic development.

1.2 Objectives

EGroup defines our corporate & social responsibility in the following key areas:

- People
- Environment
- Community
- Conform to high standards of ethical behaviour
- Comply with relevant legislation
- Implement industry best practices

2 Scope

The Corporate Social Responsibility Policy applies to all EGroup and associated company's management and employees, whether permanent, casual or Labour hire.

Corporate social responsibility (CSR) shall engage all stakeholders in our business and will include strategies to make socially responsible decisions, conform to high standards of ethical behaviour and comply with all relevant legislative requirements.

2.1 Related legislation, standards and Policies

Human Rights Act 1998

POL_EGR_051 Fair treatment and non-discrimination Policy

POL_EGR_026 Environmental Sustainability Policy

POL_EGR_062 Human Rights Policy

Industry Code of Practice

POL_EGR_022 Social Media Policy
POL_EGR_016 Email, Internet & Intranet Policy
POL_EGR_007 WHS Policy
POL_EGR_005 Quality Policy
POL_EGR_029 Drug and Alcohol Policy
POL_EGR_030 Fatigue Management Policy
OHSMS_001 WHS Management System
QMS_011 Quality Management System

2.2 Review of Policy

This Policy will be reviewed annually, as per the company QMS document control Policy

3 Policy

3.1 Corporate Governance

- EGroup are committed to ensuring that our business is conducted in all respects according to ethical, professional and legal standards;
- All the laws that regulate and apply will be complied with;
- EGroup endeavour to ensure that stakeholders have confidence in the decision-making and management processes of the service provided, by the conduct and professionalism of all company employees;
- EGroup shall do this by continuous training and development our staff;
- All Clientele with whom EGroup have a business relationship shall be treated in a fair, open and respectful manner;
- Competition shall be reasonable and based upon the quality, value and integrity of the services being supplied;
- Feedback on performance shall be actively sought, and EGroup will encourage customers to give feedback on our performance and ensure that all customer comments are analysed, responded to and where appropriate, acted upon;
- An Action Plan shall be developed to ensure continuous improvement is achieved.

3.2 Environment

- EGroup's objective is to endeavour to reduce the impact on the environment through a commitment to continual improvement.
- EGroup values the importance of minimising our environmental impact. The business has developed an Environmental Management Policy which describes our initiatives to reduce consumption of resources and make use of recycling initiatives wherever possible.

3.3 Human rights

- EGroup's aim to support and respect the protection of internationally proclaimed human rights;
- All labour hire agents are actively encouraged to observe international human rights norms within their work.
- EGroup's objective is to eliminate discrimination based on any grounds and promote equal opportunity in the workplace.

3.4 Service Standards

- EGroup shall ensure that all customers uphold the workplace standards and behaviours consistent with the Company's requirements.
- EGroup's employees shall adopt a set of behaviours that support a service culture based on consistently achieving service outcomes that meet and exceed customer expectation
- EGroup's Account Management and staff involved in customer facing roles shall be responsive to their customer's needs, be attentive, reliable, courteous, and timely in delivering the services required of them.
- EGroup's employees are to demonstrate appropriate behavior while representing the business in line with relevant and related policies and procedures.
- EGroup is committed to improving our employee's general health and wellbeing, thus augmenting our staff's overall performance and productivity.
- EGroup contributes to local communities Australia wide by supporting charitable organisation's. We enjoy ongoing involvement with community groups through corporate sponsorship.

4 Non-Compliance

Non-compliance with this policy may lead to disciplinary action which may include termination of employment.