

Corporate Social Responsibility Statement

Maintel Holdings Plc and its subsidiaries recognise that the impact of our activities goes far beyond the financial returns that we are looking to achieve. We have a direct responsibility to the communities in which we operate throughout the UK and particularly those communities close to our office locations.

We consider Corporate Social Responsibility within everything we do and to maximise social value in terms of economic, social, and environmental wellbeing, whilst we are not bound by the Public Services (Social Value) Act 2012, we have chosen to implement the spirit of the Act into how we do business as we believe that this will deliver the most value for our stakeholders.

We have designed our Policy to ensure we take account of and, maximise the social value and beneficial impact that we bring to the communities we work within.

Overall responsibility for ensuring that the policy is implemented, developed and reviewed effectively rests with our Chief Executive Officer. This responsibility is delegated throughout the management structure reflecting our continued commitment to environmental and social impact at all levels of our business

This policy covers all our activities, it lays out the key areas and activities we will undertake to ensure we meet the aims of this policy.

Key policy principles:

We recognise that our social, economic, and environmental responsibilities to our stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.

▲ **People and knowledge management:**

- We ensure that all our staff are aware of the impact they have and the value that they can create and put in place the resources needed to ensure that they can deliver the principles laid out within this policy.
- We operate an equal opportunities 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 maintain a clear and fair employee remuneration policy.
- Safeguards are in place 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 strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy and safe systems of work and have developed Environmental policies and objectives as part of the business planning cycle.

▲ **Our stakeholders:** we ensure that we know and consult with our stakeholders on a regular basis. Our stakeholders include our employees, customers, suppliers, and the communities where we work with a focus on those communities local to our offices.

▲ **Measurement and monitoring:** we measure the social value of our whole business, across 5 key focus areas (themes).

- **Jobs:** Promote local skills and employment
- **Growth:** supporting growth of responsible regional businesses
- **Social:** Delivering healthier, safer, and more resilient communities

- **Environment:** protecting and improving our environment
- **Innovation:** promoting social innovation

- ▲ **Targets:** we set targets that are relevant and proportional and reflect the broader impact on society that we are looking to achieve. Targets are set on a three-year rolling basis and progress are reported annually.
- ▲ **Reporting:** we ensure that all our stakeholders have access to relevant information on our Social Value performance presented in a way that is clear and concise and shows how we are progressing against our targets. Where targets are not being met, we will be clear about measures to be taken to rectify our performance. Reporting is delivered through an annual Sustainable Business report, our ESG at Maintel website and a range of media solutions.

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 are open and honest in communicating our strategies, targets, performance, and governance to our stakeholders in our continual commitment to sustainable development.

Our partnership focus:

We ensure 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.

We support the development of our external stakeholders through Maintel led information exchange and making our facilities available for all of business partners to hold seminars and industry meetings. Our contracts clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices.

We encourage suppliers and contractors to adopt responsible business policies and practices in alignment with our own policies and encourage dialogue with local communities for mutual benefit.

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Joanne Ballard

ESG Strategy and Compliance Director

Maintel Europe Ltd - May 2023

Document Information

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Approved By	E.S.G Strategy and Compliance Director
Summary	This policy sets out how Maintel maintaining, communicating, and reporting on the Social Value (Corporate Social Responsibility) that is created through employees and stakeholders
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