

Environmental and Corporate Social Responsibility Policy



Purpose: *To summarise our approach to Environmental and Corporate Social Responsibility within Frontline.*

Applies to: *All staff within Frontline Consultancy.*

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Document History

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1	15/09/2025	LM	Document created
1	28/01/2026	BMc	Reviewed & Document history section added. V1 released
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This is a non-contractual policy that can be amended at any time in line with the needs of the business.

1. About this policy

Frontline IT Consultancy (the Company) recognises that we must integrate our business values and operations to meet the expectations of our stakeholders (customers, employees, investors, suppliers, the community, and the environment), in a manner which contributes to sustainable development by delivering social, economic and environmental benefits. In doing so we seek not only to meet, but also to exceed the legal, ethical, commercial and environmental expectations that society has of business, ensuring we comply with all applicable laws and regulations in the regions where we operate.

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

The Board of Directors are 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.

2. Our Employees

We acknowledge that our employees are the foundation of our success. We strive to create a workplace in which there is mutual trust and respect. We want to foster a culture where every person feels responsible for the performance and reputation of our

company. We encourage team working and sharing of knowledge throughout the organisation.

We pride ourselves on our diverse workforce, which is achieved through recruiting, employing, and promoting employees on the basis of objective criteria together with the qualifications and abilities required for the position.

The Company is committed to creating and maintaining a safe and healthy working environment for our employees.

The Company provides training; encourages personal development and we expect our managers of people to mentor and coach employees so that they can achieve their full potential. Furthermore, we recognise employees' individual and team contributions and reward them appropriately.

We are committed to the principle of equal opportunities in employment and will not tolerate harassment or victimisation at work or discriminate against any person on any protected characteristic. The Company ensures that its Managers understand their obligations and allows them to manage a team fairly and equally in all aspects of employment. We require all employees to respect the rights and dignity of every employee.

The Company is transparent in its communications with employees to show respect, and we operate a two-way communication stream to ensure that their voices are heard, and that their views and opinions are considered.

4 Employee Wellbeing

Our approach to employee welfare is rooted in respect, support, and continuous improvement.

Key commitments include:

- **Safe and Healthy Work Environment:** We ensure that all workspaces—physical and virtual—are safe, ergonomically sound, and conducive to productivity.
- **Work-Life Balance:** We support flexible working arrangements, including remote working to help employees manage personal and professional responsibilities.
- **Mental Health and Wellness:** We provide access to an employee assistance programme and other health and wellbeing benefits through Frontline Rewards.
- **Professional Development:** We invest in training, certifications, and career growth opportunities to help employees reach their full potential.
- **Diversity, Equality, and Inclusion:** We promote a culture of belonging, where all employees feel valued and respected regardless of background or identity.
- **Open Communication:** We maintain transparent channels for feedback, concerns, and suggestions, ensuring employees feel heard and empowered.

5 Our Customers

The Company is committed to providing customers with high quality and excellent customer services, so that our customers understand that we value them, and their loyalty to the Company.

We respect customer privacy and provide protection for personal data in accordance with the relevant data protection laws. Our standards, expectations and commitments can be found in our Data Protection Policy.

We will not engage, make omissions or representations in any practices which are misleading, deceptive, or fraudulent, including any practices which are contained within our **Anti-Bribery and Corruption Policy**.

We provide clear and concise procedures to address any customer concerns or complaints and seek to address any in a fair and appropriate manner without undue burden, cost, or conflict.

We strive to act in accordance with fair business, advertising, and marketing practices. We take all reasonable steps to ensure efficient delivery of our services.

6 Suppliers

Good working relationships with our suppliers are central to the success of our business. We aim to develop strong relations with our suppliers, focusing on respect, mutual trust and understanding. We encourage our suppliers, contractors, and service providers to embrace and adopt responsible business policies and practices in accordance with this policy.

We are committed to sourcing goods and services ethically, ensuring they are from sources which have not jeopardised human rights, safety, or the environment. We expect our suppliers to work towards business principles consistent with ours and ensuring their products and services are produced and delivered whilst complying with all relevant legislation. The Company encourages suppliers and contractors to adopt responsible business policies and practices.

7 Health & Safety

We take all reasonable steps to ensure the health, safety and welfare of our employees and customers, and we will, so far as is reasonably practicable, establish procedures and systems necessary to implement such a policy. We have a Health and Safety statement as well as our internal policies in place. We therefore strive to ensure that all relevant statutory duties and obligations are satisfied, including those duties set out in the Health and Safety at Work etc. Act 1974.

Safety training is crucial to an effective health and safety programme. It is essential that every employee is trained to perform his or her job effectively and safely. All employees will be trained in safe working practices and procedures prior to being allocated any new role.

Legislation requires that certain prescribed events, injuries, and diseases be formally reported. Notwithstanding our legal obligations, we view accident investigation as a valuable tool in the prevention of future incidents. In the event of an accident resulting in injury, the appropriate Manager will complete a report and submit it to the Managing Director who will attempt to discover why the accident occurred and what action should be taken to avoid a recurrence of the problem.

8 Environment

We understand the importance of protecting the environment in which we operate. We are committed to improving our environmental performance and minimising, wherever possible, the impact that our business operations have on the environment. We will comply with applicable legal and other requirements relating to our organisation. Furthermore, the Company will work in partnership with suppliers, customers and employees to address environmental impacts and look to continuously identify and integrate environmental best practices into our business.

The Company will therefore endeavour to:

- Reduce its carbon footprint by not printing and making use of recycling
- Maintain and repair equipment in order to sustain energy efficiency as well as reduce environmental damage.
- Strive to reduce energy consumption.
- Identify opportunities to minimise waste, reuse equipment and where disposal of equipment is unavoidable recycle the waste wherever possible.
- Responsibly manage our electronic products throughout their lifecycle including refurbishment to extend life span and proper disposal and recycling.
- Monitor, review and encourage our people to continuous improvement and utilise our waste management practices.
- Encourage remote work and virtual collaboration to reduce travel-related emissions.
- Offer an employee-friendly electric car scheme as part of our sustainability and benefits initiatives.
- *Data centre initiatives - LJ*

The Company will furthermore ensure communication and compliance with regard to the Company's environmental policies on:

- Paper waste recycling
- Reduction of waste - by creating, using and discarding less hard copy materials by drafting and amending documents through electronic formats and by creating and printing documents double sided.
- Fair Trade and Recycled products - by sourcing and using recycled and fair-trade materials and equipment as much as possible.
- Recycle - printer consumables and our surplus stock. As well as repair in preference to replacing where appropriate.
- Turn off – ensure equipment is, where possible, automatically timed to shut down or turn off during prolonged periods of inactivity.
- Responsible disposal and compliance with legislation.

9 Digital Responsibility

We are committed to upholding the highest standards of digital responsibility. We recognise our role in shaping a secure, ethical, and inclusive digital future through responsible practices and innovation.

- We are committed to data privacy, cybersecurity, and ethical use of technology.

- We educate clients and employees on responsible digital practices.
- We avoid technologies that may contribute to harm or exploitation.
- Comply with relevant digital governance frameworks and industry standards.

10 Community Engagement

We know our employees are passionate about the communities that they serve, and as a Company we too strive to be a good corporate citizen and to fulfil our responsibilities to the societies and communities in which we operate.

The Company will support, on a case-by-case basis, any employees involved in community, charitable or fundraising activities.

11 Human Rights

The Company respects and supports internationally recognised human rights standards and seeks to ensure non-complicity in human rights abuses.

We identify, assess and manage human rights risks within our sphere of influence and activities, working firstly to avoid or mitigate them and then seeking to remedy any actual or potential impacts.

We ensure that appropriate mechanisms are in place for those affected by our operations to raise grievances.

Document History & Distribution

Version	Revision Date	Author	History of Edit or Review	Distribution
V1	September 2025	Hicks Watson	Implementation of policy.	Company