

CORPORATE SOCIAL RESPONSIBILITY POLICY

Lucid Support Services Ltd understand the environmental, social and economic impact of our business activities and we operate a Corporate Social Responsibility policy which outlines our commitment to conducting our business in a responsible and ethical manner, whilst providing a platform on which our colleagues can thrive and make an equal contribution to our operations, as well as supporting the local community.

Our CSR policy incorporates our commitment to the environment; the local community and; our employees, and covers the following policies:

- Equal Opportunities & Diversity (compliant with the Equality Act 2010)
- Health & Safety (inclusive of Health & Safety Performance Monitoring and Health & Safety Employee Communication)
- Working Time Directive (compliant with the Working Time Regulations 1998)
- Data Protection Policy (compliant with the Data Protection Act 1998)
- Right to Work in the UK (compliant with the Immigration, Asylum and Nationality Act 2006)
- Environmental Sustainability
- Recruitment & Selection Policy

Lucid understands the requirement for environmental sustainability and we manage our operation within a framework in line with ISO 14001, the international standard for environmental management which we are committed to achieve. We have targets in place to monitor and reduce our energy usage as well as our carbon footprint, and ensure we conduct our business in the most environmentally friendly way possible.

We support our local community through charity sponsorships and fundraising as well as working with local suppliers to support our business objectives. We also encourage the recruitment of people from the local area to maintain a local connection.

Our employees are our most valuable asset and we work hard to attract, develop and retain the very best talent, operating lifestyle-friendly policies which embrace and promote equality, diversity, health & safety, personal and career development. We also ensure all our employees are fully engaged and are fully aware of their valuable contribution to our continued growth and success.

We have dedicated people within the business responsible for quality, environment and health & safety who review our commitments to each on a monthly basis as part of the senior leadership team meetings. Each person takes responsibility for policy development and implementation of any initiatives surrounding each area and action plans are in place to monitor and measure all initiatives.

ENVIRONMENT

As a business we strive to limit any negative impact on the environment through the following sustainability measures:

ISO 14001

This accreditation standard demonstrates our commitment to reducing our impact on the environment as we ensure all our activities are conducted within the framework of an environmental management system.

Responsible Energy Usage

The use of office electricity and heating is continuously monitored and kept to the lowest possible level. Policies in place ensure that computers are to be switched off when not in use and all the office lighting is connected to timed PIR sensors which detect movement and switch off our low energy LED lights after 30 minutes of inactivity.

Recycling

All paper and printer toners are recycled and all office waste is recycled where possible. All our employees are regularly reminded of our recycling policy and asked to dispose of their rubbish in an eco-friendly manner. We have a contract in place for all our confidential waste which is shredded and recycled through Restore Datashred.

Reduction in Paper Usage

We strive to limit the amount of paper we use as a business and make better use of electronic storage and communication. Most of our internal and client meetings are operated without the need for paper and our management information reports are always issued electronically. We also issue all invoices and statements electronically as well as operate our payroll and HR function online. Where we do use paper, we ensure it is purchased from a sustainable source and recycled after use and we print double-sided as standard.

Reduce our Carbon Footprint

We have targets in place to reduce our carbon footprint. All our company vehicles are 100% electric to further reduce carbon emissions.

Cycle to Work Scheme

We operate a cycle to work scheme open to all employees to encourage a healthier lifestyle and improve well-being as well as reducing carbon emissions.

Employee Awareness

All our employees are made aware of our policy and our expectations of them to behave ethically and eco-friendly. We engage with our employees over our approach to environmental sustainability and encourage them to come forward with ideas and suggestions of ways we can improve our environmentally friendly practices across the business. All suggestions are logged and reviewed during the monthly senior leadership team meetings and action plans agreed for any ideas that are implemented.

LOCAL COMMUNITY

Lucid are an influential member of the local community in which it operates. Through our office in Milton Keynes, we have supported our local community for almost 20 years through sponsorships, charity fundraising and local recruitment initiatives. We work with a number of local charities including running various fundraising events throughout the year and we encourage our employees to bring in new ideas to raise money for our chosen charities. We also take part in a number of the national fundraising events for leading charities such as Breast Cancer Awareness, Cancer Research and Children in Need.

As a business we actively recruit our own staff from the local area and we work with local schools and colleges offering work experience placements to pupils. We run an Apprenticeship Scheme to provide local college leavers the opportunity to work for our organisation whilst gaining a nationally recognised qualification which they can develop and progress their career within our organisation.

We are keen to support local enterprise and have contracts in place with a number of local businesses for the supply of a range of products and services.

OUR EMPLOYEES

We are committed to communicating and engaging with all our employees on a regular basis. To enable us to do this we operate a Lucid Small Council. Representatives from each department bring forward ideas and suggestions on ways in which we can improve our business processes and help reduce our environmental impact.

We promote open communication across our business and ensure we keep our employees fully abreast of company updates, policy changes and all other information that will have an impact on their working environment. We also run regular social events throughout the year to further strengthen the team as well as rewarding colleagues for their contributions.

We value equality and diversity in the workplace and are fully compliant with the Equality Act 2010. It is our aim to create an environment in which individual difference and the contributions of every individual are recognised and valued and we provide training, development and progression opportunities for all staff.