



## Hickory Corporate Social Responsibility

Corporate Social Responsibility (CSR) is the concept whereby Hickory integrates social and environmental concerns into their business operations and into their interaction with their stakeholders on a voluntary basis. Hickory is committed to adopting best practice in this area.

Hickory is fully committed to the principle of CSR and intends that CSR should become embedded, where appropriate, into its policies and practices, to the benefit of team members, people we support, as well as the wider community.

Hickory aims to be recognised as an organisation that is transparent and ethical in all its dealings as well as making a positive contribution to the community in which it operates. It is committed to the following core values in all aspects of its work, including the fulfilment of its social responsibility:

- **Bold** – We make bold, innovative decisions, and seek opportunities for our business, clients, our teams and our customers.
- **Respect** – We do exactly what we say we’re going to do, when we’re going to do it, and look after our people, places and planet along the way.
- **Excellence** – We always go the extra mile to deliver amazing work that we are proud of. Our training and development is second to none, and we accept nothing less than five star.
- **Decency** – There’s no hidden agenda with us. We’re a decent, honest bunch and we treat our teams, clients and customers how we like to be treated ourselves.
- **Collaboration** – We are nothing without our clients and partners, we’re always looking for better ways of collaborating, to ensure the best possible outcome for all parties, and we take time to nurture relationships.

### CSR Strategies

Hickory will seek to achieve corporate and social objectives by focusing on five strategic areas:

- Equal Opportunities - maintaining and promoting our commitment to the fulfilment of and on the promotion of equal opportunities.
- Good Relations – Hickory has developed and maintained good relations with other Providers and professionals.
- Workplace – addressing the needs and aspirations of team members through the continuing development of diversity, work-life balance and health and well-being and initiatives.
- Community Impact – encouraging and assisting team members to greater involvement in team/individual projects in support of the wider community.
- Environment – further developing environmental management practices that minimise waste and maximise efficiencies.

# HICKORY

## **Environmental Policy**

Hickory is committed to limiting the effects of climate change, and aim to be carbon neutral by 2030 in line with Edinburgh target. As such, team members should make every effort to reduce any negative impact on the environment they may make as a result of Hickory activities. Team members should also encourage the people we support, stakeholders and suppliers to consider the environment in their work, activities and choices. All effort should be made whenever possible to recycle, re-use, switch off and limit our driving during Hickory's business in-line with this policy and the following procedures.