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1. OBJECTIVES

Lodge Service understand the impact of our practices on the wider world and we believe that a commitment to the principles of corporate social responsibility (CSR) not only makes good business sense but also complements our business strategy and our values. With over 100 years of history, sustainability is core to how we deliver and grow our business.

We are responsible in the treatment of our employees, our environment and our local community to ensure that our business activities have a positive impact. Our family ethos, corporate image and commitments to the people and communities where we work are as important to us as the services and products we offer.

Our policy is based on the following principles:

- To minimise the impact and maximise the benefits that our work has on the environment, communities, and people around us.
- To integrate our CSR considerations into all our business decisions.
- To comply with, and exceed where practicable, all applicable legislation, regulations and codes of practice.
- To review and to continually strive to improve our CSR performance.

2. AREAS OF FOCUS

In developing our agenda and setting out our policy we aim to deliver gradual but continuous improvements in our performance every year. As a result, our approach continues to evolve as we learn lessons along the way. To help define our policy we have divided it into four key areas:

- People
- Business Operations
- Environment
- Community

3. PEOPLE

We believe that our most important asset is our people, we are always seeking to nurture and train to the best possible standard. Providing team members with real opportunities to deliver and develop their skills and knowledge so that they can fulfil their potential and enjoy a successful career within our organisation. Whether this be in the form of welfare visits to training and development. Training the workforce, ensuring people are appreciated, valued, and given regular feedback is required to ensure each person has a clear understanding of their role and how they contribute to the business. Our Employees are recognised and rewarded based on their performance, effort, contribution, and achievements.

Lodge Service is incredibly proud of its commitment to enabling equality, equity and promoting diversity, and we celebrate the rich variety within our workforce and the environment in which we operate. We are committed to creating an inclusive culture and accessible environment, where people feel comfortable and safe being themselves. We recognise that this is a journey, and it's one we are proud to be taking.

Diversity in all its forms is at the heart of the Lodge Service business we operate globally in a variety of environments and cultures for a diverse range of clients. In order for us to effectively deliver these services we too must be equally diverse and understand our clients requirements.

4. BUSINESS OPERATIONS

Lodge Service operate in an ethical manner from the way we source goods and services, to how we conduct ourselves whilst looking after entire client portfolios.

As an organisation, we have from the start strived to enhance the reputation of the security industry. We are proud to achieve and maintain the SIA ACS accreditation. The ACS accreditation promotes quality within the service industry. Therefore, the accreditation provides peace of mind in the knowledge that Lodge Service you've chosen to look after all your security requirements.

Health & Safety - Lodge Service aim to achieve and maintain high standards of health & safety, providing safe and healthy environment and practices for our employees, our clients and all those who we interact with. Lodge Service has a specific and relevant health & safety policy which is regularly reviewed and updated.

5. ENVIRONMENT

Lodge Service are committed to minimising both the direct and indirect environmental impacts arising from its operations. Environmentally sustainable operating systems are implemented wherever reasonably practicable, to manage Lodge Service direct impact on our base environment and that of the wider community.

Initiatives adopted to reduce impact on our environment and our carbon footprint include the following;

- Reducing waste through environmental friendly business practices, such as recycling, minimising waste, paper free offices and donating old uniform to third world countries.
- Re-evaluating our travel requirements, reducing unnecessary travel, and encouraging the use of public transport

In addition we the adoption of low emission (CO2) company vehicles and monitoring vehicles using vehicle tracking to reduce fuel costs. With more cars of the road than ever before and Lodge Service expanding as a business, we made the decision in 2019 to move all of our vehicles to electric counterparts by 2025. With over 60% of our fleet already replaced we are well on our way to achieving this target.

- In addition to reducing our own carbon footprint as a business as part of our CSR drive we proactively donate each month to [Ecologi](#) to plant trees on our behalf across the globe. We are committed to planting trees for each new contract win. To see our environmental impact so far [click here](#).

6. COMMUNITY

Lodge Service are committed to playing an active role and enhancing the communities with which we work and interact, we do this by

- Committing to support activity to reduce crime and make communities safer by:
 - Continuing to lead and support the delivery of Safer Business Actions Days through collaboration with National Business Crime Centre, Shop Kind, Retailers, Police, Business Improvement Districts (BID's) and other security providers.
 - Providing our Officers with Counter Terrorism Awareness Training
 - Delivering Ask Angela' training and WAVE (Welfare and Vulnerability Engagement) courses to our Officer
 - Collaborate with law enforcement and retailers through technology such as DISC, SentrySis to aid reporting and allow targeted actions such as CBO's.
 - Engaged with local Business Crime Reduction Partnerships (BCRP's) and Business Improvement Districts (BID) to facilitate networking and develop a collaborative approach.
- Engaging with professional bodies and groups across the security industry to help improve standards
 - Security Industry Authority
 - Membership of City Security Council

- Members of Safer Business Network
- Membership International Foundation for Protection Officers (IFPO)
- Retailers Against Crime (RAC)
- Women's Security Society
- Business Improvement Districts (BIDS)
- Contribute to National Business Crime Solution (NBCS) and ORIS Fashion Forum
- Charity - Charitable work has always been an important part of Lodge Services commitment to the local and wider community, it is something we are passionate about. Operating in a people driven business, it is of great importance for Lodge Service Limited to support charities that provide a worthwhile service to disadvantaged segments of the community.