



**TAC**  
Healthcare

# Corporate and Social Responsibility Policy

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## INTRODUCTION

Corporate and Social Responsibility (CSR) refers to the way in which businesses regulate themselves in order to ensure that all of their activities positively affect society as a whole. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic and environmental impacts of what they do as a business. Businesses should meet, and aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, the company should ensure they carry out best practices anyway.

TAC Healthcare Ltd (TAC) are committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

## OBJECTIVE

To maintain the development of TAC as a long-term sustainable business that delivers value for patients, colleagues, clients, suppliers, business partners and the wider social community. Safety and fairness are of equal importance, and we always aim to ensure these take priority over profit.

Our business ethic helps us deliver a responsible, person-centred service that encourages loyalty and trust ensuring we are a financially viable organisation that offers quality and value to all stakeholders.

## SCOPE AND GOVERNANCE

This policy applies to all who work with or for TAC and is embedded into our business philosophy. It is disseminated through our Management Team and colleagues at every level are accountable for its implementation and monitoring. This policy is reviewed annually and is shared with colleagues and stakeholders through TAC Essentials, TAC Quality Management Portal, newsletters and other channels as appropriate.

## AREAS OF FOCUS

TAC focuses on our key areas of expertise whilst recognising opportunities to make a positive difference and to manage non-financial risks. By managing these areas well, TAC delivers the best possible benefits for our business, our community, our beneficiaries and our stakeholders. Our corporate strategy considers all feedback from our internal and external stakeholders who help us identify the areas of focus.

## RESPONSIBLE BUSINESS PRACTICES

Our code of conduct sets out our shared values and these are promoted and upheld across TAC. In addition to applying the codes and standards of the United Kingdom, TAC also operates to the levels stipulated in local legislation and best practise in each country.

## **PATIENTS and CLIENTS**

We believe in delivering excellent service for our patients and clients and ensure that their services are managed responsibly and in compliance with legal requirements. Robust policies and procedures are in place to ensure that the philosophy is one of continual improvement. An integral part of this is the training and ongoing guidance and involvement of all stakeholders.

## **SUPPORTING OUR EMPLOYEES**

We value our employees and are committed to providing a workplace which is safe and secure. Integral to our success is our international, diverse, talented and committed staff who share our desire to improve the lives of patients and people in our community and planet.

TAC does not tolerate discrimination or unsafe working practice in any form.

## **ENVIRONMENTAL MANAGEMENT**

TAC is committed to identifying, managing and minimising the environmental impact and through our Environmental Policy we evidence how we aim to meet these objectives. We have attained ISO 14001:2015 to help manage the impacts and ensure compliance with all relevant environmental legislation. The risk management process includes consideration of environmental risks at each location and for each task performed.

## **SUPPLIERS STANDARDS**

TAC develops mutually beneficial relationships throughout its supply chain and is committed to working with vendors who meet the business and sustainability standards that have been set. We expect all our suppliers to operate in line with the Bribery Act 2010 and the adhere to the Modern Slavery Act 2015.

To maintain and develop a good working relationship with our suppliers we are committed to paying on time and keeping our communications clear and transparent.

**INVESTING IN LOCAL COMMUNITIES**

Engagement within our local community is paramount for TAC and we are proud to be involved in activities that benefit our neighbours. TAC donates to local charities and events close to the heart of our staff, employs local people and, where we can, it is our aim to use local suppliers and thereby invest in our local community.

TAC actively seeks to make a positive social contribution through the services we provide to our patients and clients by focusing on local need and identifying how best we can help fill gaps.

This policy outlines our framework for responsible business management and is an integral part of the sustainability and business strategy.