

## G02 – CORPORATE SOCIAL RESPONSIBILITY

### Version control

This policy is version controlled, and you should always ensure that you are viewing the latest version, which can be downloaded from The Portal. You should check with The ProMed Leadership Team if you are unsure if this is the correct version.

<b>Version</b>	2.3	<b>Date</b>	06/05/2020
<b>Author</b>	Matthew A Dinnery	<b>Approval</b>	Matthew A Dinnery
<b>Valid from</b>	06/05/2020	<b>Review by</b>	05/05/2021

### Revision history

Version	Date	Author	Comments
2.3	06/05/2020	MD	Annual review
2.2	07/05/2019	MD	Annual review
2.1	08/05/2018	MD	Annual review
2.0	09/05/2017	MD	Updated to new letterhead with limited company info
1.2	07/12/2016	MD	Annual review
1.1	08/12/2015	MD	Privacy and confidentiality & Distribution updated
1.0	04/11/2015	MD	Initial version

### Privacy and confidentiality

This document is the property of Professional Medical Ambulance Services Limited, who own all intellectual property contained within.

This document contains information which is confidential and may be legally privileged and protected from disclosure.

It is intended solely for the use of individuals and organisations involved with Professional Medical Ambulance Services Limited under a business relationship. No person is authorised to change, amend, copy, forward, disclose, distribute or retain this document or information without the written permission of the author(s).

The author(s) and approver(s) will make every effort to ensure all the information contained in this document is true and correct at the time of issue. This document will be updated & circulated to those relevant when updated.

### Distribution list

Distribute to	Distribute via
Professional Medical Ambulance Services Limited Management Team	Dropbox
Professional Medical Ambulance Services Limited Staff	Staff Portal
3 <sup>rd</sup> party contractors	Email
Public	Website

## Legislation

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## Relevant external documents

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## Relevant internal documents

- Terms & conditions of business

## Scope

This policy applies to all work on behalf of Professional Medical Ambulance Services Limited with responsibilities for staff, including, but not limited to:

- Employees
- Volunteers
- Contractors (except where working for another CQC registered company under their own procedures)

The policy applies to aspects of Professional Medical Ambulance Services Limited's work, regardless of function, role or location.

## Policy

Professional Medical Ambulance Services Limited recognises that we must incorporate our business values and operations to meet the expectations of our stakeholders. They include customers, employees, regulators, suppliers, the community and the environment.

Professional Medical Ambulance Services Limited recognises that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.

Professional Medical Ambulance Services Limited takes seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.

Professional Medical Ambulance Services Limited will be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.

Professional Medical Ambulance Services Limited will ensure that all of our systems of operation address protection of the public and ensure the safety of all of our stakeholders through rigorous training and supervision and that we will co-operate with all relevant authorities in the implementation of this policy (eg police and any regulatory bodies).

The Leadership Team is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance to this policy rests with all employees throughout the company.

## Partnership focus

- Professional Medical Ambulance Services Limited strives to improve our environmental performance through implementation of Policy G03 – Environment
- Professional Medical Ambulance Services Limited will ensure a high level of business performance whilst minimising and effectively managing risk
- Professional Medical Ambulance Services Limited encourages dialogue with consumers for mutual benefit
- Professional Medical Ambulance Services Limited will register and resolve all complaints in accordance with Policy G01 – Complaints
- Professional Medical Ambulance Services Limited supports & encourages staff to help local community organisations and activities where they are working
- Professional Medical Ambulance Services Limited operates in line with Policy S05 – Equal opportunities & diversity for all present and potential future staff members
- Professional Medical Ambulance Services Limited offers staff clear and fair work agreements and provide resources to enable their continual personal development
- Professional Medical Ambulance Services Limited will provide safeguards to ensure that all staff are treated with respect and without sexual, physical or mental harassment
- Professional Medical Ambulance Services Limited provides, and strives to maintain, a clean, healthy and safe working environment
- Professional Medical Ambulance Services Limited aims to uphold our key values of clear, empowering & reliable in our relationships with stakeholders
- Our contracts will clearly set out the agreed terms & conditions and the basis of our relationship
- Professional Medical Ambulance Services Limited operates in a way that safeguards against unfair business practices
- Professional Medical Ambulance Services Limited encourages suppliers & contractors to adopt responsible business policies and practices for mutual benefit; this will always be a factor considered when entering into purchase agreements