
P 2.7.13 CORPORATE SOCIAL RESPONSIBILITY

1. POLICY

It is the policy of Open Minds to conduct service and business activities in a manner which acknowledges and reflects a commitment to social and financial responsibility and ecological sustainability

Whilst the nature of our services to the community and those facing disadvantage are the mainstay of our CSR aspirations Open Minds increasingly seeks to understand and manage the impact of the organisation upon the environment and the wider community.

2. DEFINITIONS

For the purposes of this policy, the following definition applies:

“Corporate Social Responsibility (CSR)” – refers to a voluntary mechanism by which social and financial responsibility and ecological sustainability is integrated into the daily operations and communications of the organisation. These voluntary mechanisms are over and above legal requirements

3. PRINCIPLES

- 3.1. Open Minds fully accepts responsibility to fulfil our wider corporate social responsibilities and sees these as fundamental to long-term sustainability and growth
- 3.2. Open Minds recognises that CSR is a dynamically evolving process and is committed to the effective integration of a CSR program into all areas of its work environment
- 3.3. In honouring our commitment to CSR Open Minds aims to:
 - i. Build a compliance culture, forging strong working partnerships with staff to share responsibility for strengthening processes around compliance
 - ii. Be respectful of the environment and actively manage our environmental impact (carbon footprint)
 - iii. Increase awareness of environmental issues and provide assistance and encouragement to staff and clients to act to reduce their carbon footprint
 - iv. Ensure all policies and practices of the organisation reflect community expectations and the principles associated with corporate social responsibility (i.e governance, ethical conduct; employee practices; minimising environmental impact; and community support)

4. GOVERNANCE & ETHICAL CONDUCT

4.1. Compliance

- i. Open Minds meets regulatory, legislative and industry practice requirements
- ii. The Open Minds Board monitors compliance of the organisation through the operation of the Finance, Compliance and Risk Committee
- iii. The Finance, Compliance and Risk Committee is responsible for ensuring service and business activities are effectively and efficiently managed (see **P 2.7.6 Finance, Compliance & Risk Committee Charter**). Responsibilities include but are not limited to:
 - a. Monitoring financial performance
 - b. Monitoring risk management controls and reporting mechanisms
 - c. Approval of corporate strategies
 - d. Ensuring service and business activity is conducted ethically and transparently with a focus on sustainability

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4.2. Transparency

- i. Open Minds demonstrates transparency in all business practices, subject only to specific privacy and other obligations to our clients, staff and to normal commercial confidentiality (see **P 2.2.2 Staff Privacy & Confidentiality of Personal Information; P 3.1.3 Client Privacy & Confidentiality of Personal Information**)
- ii. Open Minds fulfils our obligation for continuous disclosure by providing all stakeholders with access to comprehensive information about service and business activities via the Open Minds website

4.3. Partnerships

- i. Open Minds expects their business partners to demonstrate a commitment to social responsibility and considers such commitment before deciding whom to do business with
- ii. Open Minds does not invest in companies whose business operations conflict with, or detract from, the CSR objectives of this policy

4.4. Complaints & Grievances

- i. Open Minds actively encourages staff, clients and stakeholders to draw attention to any issues, concerns, complaints or grievances
- ii. Any matters raised receive proper and prompt attention with follow-up actions respecting and protecting individual rights (see **P 3.1.8 Complaints Management, P 2.2.34 Staff Grievances**)

5. EMPLOYEE PRACTICES

- 5.1. Open Minds strives to be regarded as an employer of choice by ensuring fair and equitable policies are in place and various workplace initiatives are offered to enhance the working environment for all employees (see **P 2.2.4 Recruitment & Selection; P 2.2.10 Equal Employment Opportunity and Affirmative Action**)
- 5.2. Open Minds aims to attract and retain the most committed, highly motivated employees who demonstrate:
 - i. Adherence to all legislative and policy directives
 - ii. Moral integrity
 - iii. Care for others
 - iv. Cooperation & trust
 - v. Financial prudence
 - vi. Social responsibility(see **P 2.2.4 Recruitment & Selection; P 2.2.15 Staff Code of Conduct; P 2.2.33 Supervision & Performance Appraisals**)
- 5.3. Open Minds provides training and development opportunities to equip people for present and future assignments and also to foster an awareness of socially responsible practices (see **P 2.2.7 Induction; P 2.2.8 Staff Training & Development**)

6. INVESTING IN THE COMMUNITY

- 6.1. Open Minds invests in the community, making a positive contribution through the building of long-term mutually beneficial relationships with sponsors and the communities in which service and business activities are conducted

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7. MINIMISING ENVIRONMENTAL IMPACT

- 7.1. Open Minds demonstrates respect for the environment by implementing strategies (under the guidance of the Asset Manager) which aim to minimise environmental impact (carbon footprint)
- 7.2. Strategies include, but are not limited to:
- i. Developing clear guidelines for staff to adopt sound environmental work practices (i.e. reduced paper and water consumption) and provide adequate training to ensure these practices are carried out
 - ii. Minimising the generation of waste by reusing and recycling materials, purchasing recycled materials, and using recyclable packaging and other materials where feasible
 - iii. Minimising the consumption of water by implementing water saving initiatives where appropriate
 - iv. Regularly assessing energy consumption and implement initiatives to become more energy efficient, including the purchase of energy efficient technology and giving preference to renewable over non-renewable energy sources when feasible
 - v. Acting promptly and responsibly to correct incidents or conditions which endanger health, safety or the environment and report such incidents to the relevant authorities promptly as appropriate
 - vi. Meeting or exceeding all government requirements applicable to business operations
 - vii. Ensuring any building modifications comply with Green building criteria, aiming to achieve long-term energy and water savings and enhance the work environment for employees

8. REFERENCES

9. RELATED POLICIES & PROCEDURES

- P 2.2.2 Staff Privacy & Confidentiality of Personal Information
- P 2.2.4 Recruitment & Selection
- P 2.2.7 Induction
- P 2.2.8 Staff Training & Development
- P 2.2.10 Equal Employment Opportunity and Affirmative Action
- P 2.2.15 Staff Code of Conduct
- P 2.2.33 Supervision & Performance Appraisals
- P 2.2.34 Staff Grievances
- P 2.7.6 Finance, Compliance & Risk Committee Charter
- P 3.1.3 Client Privacy & Confidentiality of Personal Information
- P 3.1.8 Complaints Management