Corporate Social Responsibility (CSR) and Sustainability Policy

Introduction

As an organisation we take our corporate and social responsibility very seriously in accordance with the wider agenda of the Government.

This policy sets out Scotia UK plc's approach in respect of Corporate Social Responsibility (CSR) and sustainability.

We value the principles of accountability, honesty and integrity in all aspects of our business. Our policy is to conduct our business in a manner which ensures:

- Fair treatment of all employees and stakeholders.
- Commitment to full legal compliance in all that we do.
- Transparency of our business policies and practices.
- High standards in all matters relating to health, safety and the environment.
- Ethical business practices throughout our operations.
- Managing our business with complete integrity.
- A safe, fulfilling and rewarding career for all our employees.
- We actively assess and manage the environmental impacts of all our operations.
- We will continually benchmark and evaluate what we do in order to improve our CSR performance.

We recognise that the involvement of our employees is key to the future success of the business and we have for many years adopted a policy of keeping employees fully informed on all matters affecting them.

We are also committed to best practice in employment matters, recognising the role this plays in attracting and retaining staff.

To succeed in delivering the best possible service all employees, suppliers and visitors working with or on behalf of Scotia UK plc share the responsibility at all time whilst carrying out their duties paying due regard to

Scotia UK plc's policies, procedures and practices.

Our stated values are as follows:

- Openness
- Respect
- Keeping Promises
- Professionalism
- Passion

We shall endeavour to adhere to our values in all of our activities, and we shall strive to be an exemplar of good practice. We shall encourage our employees to adopt appropriate socially responsible policies and practices.
Diversity and Equality

Scotia UK plc is committed to the promotion of Equality and Diversity in recruitment and employment and takes its responsibility to promote equality of opportunity and eliminate unlawful discrimination very seriously.

The aim is to create and maintain a healthy and positive working and learning environment which creates mutual respect and dignity and enables everyone to realise their full potential.

We will not tolerate bullying, discrimination, harassment or victimisation by or towards any of our employees, contractors, customers, suppliers and visitors. Any such cases are taken seriously and may result in disciplinary action or other appropriate in serious cases this could result in termination of contract.

Responsibilities whilst working at with or on behalf of Scotia UK plc

All employees, suppliers, visitors, contractors working at or on behalf of Scotia UK plc share this responsibility at all time whilst carrying out their duties paying due regard to Scotia UK plc's equality and diversity policies, procedures and practices.

They are also expected to maintain the highest standards of conduct whilst working on our behalf or representing Scotia UK plc. This includes involvement in professional and social activities undertaken during the course of Scotia UK plc business.

Equality and Diversity Policies

We have in place:

• Equal Opportunities and Diversity Policy

Fair Employment Practices

In formulating employment policies Scotia UK plc has been guided by the relevant legislation in the United Kingdom and has consulted with Law at Work. These policies are regularly reviewed.

Environmental

Scotia UK plc has developed an internal environmental management system which is made available for each of its sites to implement. Continual monitoring will assist the organisation to deliver the overall aim to improve the environmental performance of the organisation and to comply with environmental legislation.

The environmental aims of the organisation are

• To comply with all environmental legislation requirements at all Scotia UK plc sites.

• To continually improve the environmental performance of the organisation.

• To investigate methods to increase re-cycling and divert waste from landfill.

• To increase environmental awareness amongst employees to assist with meeting the above aims. This policy is reviewed annually and we encourage environmental responsibility amongst our suppliers, and staff.
Environmental Initiatives

Transport and travel

- We shall minimise the use of air travel Raw materials and supplies
- We have Video Conferencing facilities that we use to reduce the requirement for unnecessary journeys.
- We shall ask key suppliers to provide copies of their environmental policies.
- Where possible, we shall use recycled or environmentally friendly paper in our printers.
- We shall invite staff to reduce unnecessary paper usage – where appropriate including double-sided printing, and photo-reduction
- We shall minimise our use of electricity, by ensuring appliances are turned off when not in use.

Workplace Health & Safety

Health & Safety Policy

Scotia UK plc will take all possible steps to ensure that:
NO ONE EVER GETS HARMED DOING THEIR JOB.
In line with this policy:

- The Company recognises that under the Health and Safety at Work etc Act 1974 it has a legal duty to ensure, so far as is reasonably practicable, the health, safety and welfare of all of its employees and other persons who may be affected by its activities. Scotia UK plc accepts these duties and it will be its policy to promote standards of health, safety and welfare that comply fully with the terms and requirements of the above Act, Regulations made under that Act and Approved Codes of Practice.

- Health and Safety is considered by the Company as a very high priority.

- Scotia UK plc informs and updates its staff on regular basis via it’s regular company newsletter and intranet site.

- Scotia UK plc will provide and maintain a written Risk Assessment of the risks to the health and safety of its employees whilst they are at work and others who may be affected, as required by the Management of Health and Safety at Work Regulations 1999

- This Health & Safety Policy is an integral element of our overall Strategic Business Plan and resourcing policies.

- The Company is committed to providing adequate resources to ensure its health and safety objectives and this Policy are met.

- The Company will appoint Competent Persons to provide the necessary legal, technical and practical health and safety assistance and information and also to provide an independent monitoring service of the activities of the Company. In this stance Law at Work
• Scotia UK plc will encourage full and effective two-way consultation on health and safety matters by utilising the management structure of the Company.

• We will expect all employees to work safely, taking care of themselves and others, and to be actively involved in the management of health and safety.

• We will provide and maintain a safe and healthy working environment for employees with adequate facilities and arrangements for their welfare. To include safe systems of work to protect all employees and others including the public in so far as they come into contact with foreseeable work hazards.

• We will develop and nurture safety awareness and a safety culture amongst all employees and as a result of this, create individual responsibility for health and safety at all levels. The Company will provide all employees with the information, instruction, training and supervision that they require to work safely and efficiently.

• We will provide a safe environment for all visitors to the locations being used by the Company bearing in mind that these visitors may not necessarily be attuned to certain aspects of these environments.

Health and Safety Records
Scotia UK plc records all accidents and/or near misses and investigates these to determine if preventative action is required to prevent further accidents.

Community Involvement
We recognise that a diverse workforce coming from all sections of the community, offering differing skills, experiences, backgrounds and cultures will result in an organisation that is better able to respond to the needs of our customers and service users. We also recognise that many people face different barriers to employment and, as a major public sector employer of disabled people and providing employment related support to disabled people and employers; we have a responsibility to address these barriers.

Data Protection
We are committed to complying with the data protection principles established by The 1995 EU Directive on Data Protection. This commitment applies throughout Scotia UK plc and in all sites in which it operates. If Scotia UK plc conducts business in a jurisdiction where stricter rules apply, then it will comply with those rules as a matter of course.

All employees and those carrying out activities on behalf of Scotia UK plc are responsible for ensuring compliance with the policy. Information collected may be accessible throughout Scotia UK plc but will not be disclosed to any third party in a form which identifies the individual concerned.

Upon request, an individual will be informed of the existence, use and disclosure of his or her personal data and will be given access to that data to confirm its accuracy or amend it as appropriate.
Use of Company Information Assets:

Employees shall use the company's computer systems, internet and intranet, and email systems for business use. Any employee found to have disclosed confidential information, been abusive or malicious in using these facilities, or misusing the systems in any way may face disciplinary action.

Communicating the Policy
All employees are informed of the policy and are encouraged to contribute to the achievement of its objectives. The Policy is published internally on our Intranet as well as on the company web site.

Summary
We understand that CSR is simply about doing the right thing. We recognise that CSR is fundamental in the way we do business. Through our day to day activities we continue to remain aware of the needs of our employees, marketplace, community and the environment.

We believe that in order to be successful, we must work to the highest standards of professionalism and adopt values and beliefs which allow us to reach high levels of performance whilst maintaining honesty, integrity and professionalism in all of our business activities.

Our business is driven by shared beliefs and values which ensure the commitment of all those involved to everything we do. Professionalism, high ethical standards, accountability to our stakeholders, respecting the law, being people driven, encouraging community involvement and striving for excellence in everything we do are the key principles on which our day-to-day business practice is based.

We strive to achieve excellence in everything we do, providing a range of products and services that both meet customer needs and are readily understandable and accessible.

Through professionalism, high moral standards, teamwork and best possible internal and external relationships, we aim at providing flawless and excellent service levels. We believe that absolute customer satisfaction with our products and services and the way in which we conduct our business, is the key to long term and sustainable relationships and, as a result, the long-lasting success of Scotia UK plc.