



Corporate & Social Responsibility (CSR) Policy

Eagle Security Protection Ltd

Issue Date: 13 November 2025

Next Review: 13 November 2026

Approved By: Sabia Kauser | Director

1 | Purpose

This policy sets out Eagle Security Protection Ltd's commitment to operating responsibly, ethically, and sustainably in all aspects of our business. Our objective is to make a positive contribution to our employees, clients, communities, and the environment while delivering dependable security services across the UK.

CSR is embedded into our company culture, decision-making, and operational practices. We aim to uphold the highest standards of integrity, professionalism, and care in every part of our organisation.

2 | Scope

This policy applies to:

- All employees, managers, and subcontractors
- All sites, clients, and business operations
- All service lines, including manned guarding, mobile patrols, CCTV monitoring, key holding, and concierge services

CSR commitments influence our responsibilities as an employer, service provider, purchaser, and corporate citizen.



3 | Our CSR Commitments

We align our CSR approach across four key impact areas:

Workplace

Our people are central to our success. We are committed to creating a workplace where employees feel valued, supported, and able to grow.

We will:

- Provide equal opportunities and fair treatment for all current and prospective employees.
- Offer clear terms of employment, supportive management, and development opportunities.
- Maintain a professional and ethical culture rooted in integrity, reliability, and respect.
- Encourage employee engagement through open communication, feedback channels, and involvement in company improvements.
- Ensure fair and transparent pay practices.
- Provide training, supervision, and guidance to support role competence and progression.

Health & Safety

We are committed to ensuring a safe, healthy, and supportive working environment for all employees, clients, and visitors.

We will:

- Maintain safe systems of work in line with UK legislation and industry standards.
- Conduct regular risk assessments and implement effective control measures.
- Promote a culture where safety concerns can be raised without hesitation.
- Provide suitable training, PPE, welfare arrangements, and continuous safety engagement.
- Review performance and continually improve our health and safety arrangements.

This commitment is supported by our Health & Safety Policy.



Marketplace

We aim to deliver reliable, professional, and consistent security services that meet the needs of our clients and the communities we serve.

We will:

- Provide services that are ethical, compliant, and value-driven.
- Build long-term partnerships by understanding client requirements and offering reliable solutions.
- Maintain high service standards through training, supervision, and performance monitoring.
- Act with integrity in all contracts, procurement processes, and commercial decisions.
- Uphold transparency and accountability in our operations.

Client satisfaction and trust are essential to our business and guide our service-delivery approach.

Environment

We recognise our environmental responsibilities and are committed to reducing the environmental impact of our operations.

We will:

- Reduce waste and increase recycling across all locations.
- Improve energy efficiency within our offices and operational fleet.
- Support the transition to digital processes to reduce paper usage.
- Monitor environmental performance and set reduction targets each year.
- Comply with relevant environmental regulations and good-practice guidance.
- Work towards our long-term Net Zero commitments as outlined in our Carbon Reduction Plan.

Our aim is to protect the environment while supporting sustainable growth.





Community

We contribute positively to the communities in which we operate and encourage our employees to do the same.

We will:

- Support local initiatives, charities, and community programmes where possible.
- Encourage volunteering and fundraising activities led by employees.
- Promote employment opportunities within local areas, helping support regional skill development.
- Build relationships with community partners to create a broader social impact.

Community engagement helps us strengthen our social value contribution.

4 | Governance and Accountability

CSR performance is reviewed through management meetings, audits, and employee feedback.

The Operations Director holds overall responsibility for ensuring compliance with this policy and for promoting responsible business practices across the organisation.

Managers are responsible for implementing CSR commitments within their teams.

Employees are expected to uphold company values and support responsible behaviour in all their duties.

5 | Monitoring and Continuous Improvement

We will:

- Review CSR outcomes annually
- Set improvement objectives each year
- Monitor progress through key indicators such as training completion, environmental performance, staff wellbeing, and community engagement
- Update this policy to reflect new legislation, industry expectations, or operational changes



6 | Policy Review and Distribution

This policy is reviewed annually or following any significant change in legislation or organisational structure.

Controlled copies are maintained in the company's compliance register.

Uncontrolled copies are for reference only.

Signed for and on behalf of Eagle Security Protection Ltd

SABIA KAUSER

Director | Eagle Security Protection Ltd

Document Control

Version	Date	Prepared By	Approved By	Next Review	Status
3.0	13 Nov 2025	Compliance & Reporting Officer	Director	13 Nov 2026	Controlled