

## **Central Taxis Edinburgh - Corporate Social Responsibility Principles**

### **Our Vision**

Central Taxis is committed to providing a safe, reliable, friendly and sustainable taxi service. For our continuous success and growth we must not simply be content in providing a quality service to our customers but to strive to be the best in our field. We listen to our customers and work with them to ensure we are always making improvements to the quality of service we provide. As part of this, we continuously endeavour to act as a good corporate citizen.

We are dedicated to continuing our environmental pledge and already work with a number of partners, including the CarbonNeutral® Company, to ensure that we take responsibility for reducing our environmental impact. As a company synonymous with the City of Edinburgh, we continually seek out opportunities to support the local community. Our aim is to sustain and build lasting relationships with our customers, suppliers and the communities we operate within. We pursue opportunities while managing risks, taking the social impact of our business operations into consideration at all times.

This document contains the basic principles that we follow in order to live up to our corporate social responsibilities. It provides a framework to help put these principles into practice and allocates responsibility for their implementation and outlines the activities we engage in as a good corporate citizen.

### **CSR Roles and Responsibilities**

**Management Committee:** The co-ordination of CSR initiatives and activities will be owned on the Committee's behalf by the General Manager who will report regularly on CSR status, progress and issues to the Committee.

**General Manager:** Assumes responsibility for ensuring that key strategic and operational decisions take into account the vision of the CSR policy, its considerations and supporting CSR initiatives and practices. This is also achieved through role-modelling and the allocation of sufficient resources. The General Manager is expected to raise the profile of CSR and oversee that the company as a whole is complying with the policy and where possible is exceeding its expectations.

**Staff:** Required to behave in a corporately responsible way, adhering to CSR policy and enabling Central Taxis to make a positive social, economic and environmental contribution. Reporting to the General Manager in instances where the individual feels the company or an agent of the company is in breach of this policy.

### **Our CSR Principles**

Central Taxis has selected 4 focus areas for its CSR Principles:

1. **Ethical Business Practices:** How we work with our customers and suppliers.
2. **Environment:** How we reduce our environmental impact.
3. **People:** Where we work, how we recruit and how we work with our staff.
4. **Supporting the Community:** How we engage with local community.

## **Ethical Business Practises**

Central Taxis is committed to creating and maintaining an environment which is based on respect for the individual. The company will provide a supportive, safe and secure workplace in which diversity is valued and there are equal opportunities. We will provide mechanisms by which employees can raise their views and be engaged in change and issues that affect the company and procedures which allow for the constructive appraisal of staff performance.

### Equal opportunities

As a company, we endeavour to ensure that no employee or job applicant is discriminated against, either directly or indirectly, on the grounds of gender, race, nationality, ethnic origin, marital status or disability. All employees are informed of the Company's expected standards of conduct in respect of equality of opportunity at the induction stage of employment. This outlines the need for equality in the workplace, the impact that discrimination may have on fellow employees and what the consequences of derogatory conduct or remarks may include.

### Quality and fairness

We operate fairly in all of our business dealings. The services which we deliver should never be less than what we promise and never less than what our customers expect. We have developed a comprehensive environmental management system which forms an integral part of our business strategy and operating methods. We have recently been awarded ISO accreditation 14001 and 9001 by the NQA. Our Quality Management System ensures that all our activities meet or exceed all requirements to our customers. Compliance with the Quality Policy is mandatory for all Central Taxis employees.

### Health and safety

Central Taxis will manage our work activities to ensure that employees are protected from any unnecessary health and safety risks at work. We have implemented a Health and Safety at Work Policy and have committed to regularly checking that working conditions for employees are safe. We will frequently review this policy and make changes if necessary.

### Use of Central Taxis name

We appreciate that the Central brand is synonymous with safe, reliable taxi travel in Edinburgh and we recognise the value of this. We will carefully choose the media in which the Central Taxis brand is promoted and make sure that any activities undertaken in the Central name relate to our overall company values.

### Customer relationships

It is Central Taxis' policy to conduct all of our business in an honest and ethical manner. It is important to ensure we avoid unnecessary risks and protect the reputation of company as a good corporate citizen. The company will not tolerate any acts of bribery and corruption and acts professionally and ethically in all of our business dealings and relationships. We are committed to implementing and enforcing effective systems to counter bribery.

In order for Central to build long lasting customer and supplier relationships, and sustain current relationships, it may occasionally be appropriate for Central to offer a gift, vouchers or corporate incentive. As a company, we will ensure that we act within the law, our own strict guidelines and within any guidelines which may be set by the recipient's employer. Kickbacks, fees, commissions, or any form of payment intended to persuade and or reward favourable decisions are unacceptable and are prohibited by the company.

## **The Environment**

### Environmental Policy

As a business whose day-to-day activities have an immediate effect on the environment, we understand our responsibility to reduce or offset that impact. We will continue to find ways in which we can reduce our overall environmental impact and we will seek out new and innovative approaches to reduce our carbon footprint.

We have put into practice an environmental policy, which is adhered to company-wide. By reducing and monitoring our energy, waste and pollution, we will help to minimise the impact our business activities have on the environment. Achievements which have been made since the implementation of the policy include:

- We now supply over 50% of our customers with online email invoices. This has reduced our office paper consumption by about 40,000 sheets per year.
- We have removed the use of carbon copy slips for the processing of account journeys. This has eliminated approximately 1 million slips, 23,000 A5 envelopes and over 5,000 divider cards on an annual basis.
- We recycle all waste products including paper, packaging and metal cans. Designated receptacles are available within Central Taxis premises to dispose of all waste in an environmentally friendly way.

### Carbon reduction initiative

Central Taxis is Scotland's first CarbonNeutral® black taxi company. We have partnered with the CarbonNeutral® Company, a world leading provider of carbon reduction solutions, to reduce our emissions to zero. We have measured and will continue to measure our carbon footprint, covering emissions from the following:

- Energy consumption
- Customer travel
- Business travel
- Company owned vehicles
- Staff commuting
- Third party deliveries
- Waste disposal

We regularly research green technologies and monitor developments to consciously source technologies which complement our pledge to reduce the company's impact on the environment. We will continue to work to make our business as sustainable as possible. By working with other environmentally conscious partners, climate change groups, our local authority and local government, we hope to encourage and educate customers about the benefits of using a green mode of transport.

### ISO Certification

We have developed a comprehensive environmental management system which forms an integral part of our business strategy and operating methods. We have been awarded ISO accreditation 14001 (Environmental) by the NQA.

Our Quality Management System ensures that all our activities meet or exceed all requirements to our customers. Compliance with the Quality Policy is mandatory for all Central Taxis employees and we have also recently been accredited with ISO 9001.

## **People**

Central Taxis is a co-operative company made up of over 400 local men and women. Our people are hugely important to us and we are committed to providing a workplace which is free of discrimination and which helps employees reach their full potential.

### **Training**

We have implemented a range of training opportunities which are available to all staff. We believe that by offering our employees the chance to develop their skills through workplace training, it will ultimately help them to be able to do their jobs with more effectively, thus improving business efficiency.

### **Harassment**

Central Taxis operate a no tolerance policy on harassment within the workplace. We define harassment as unwanted conduct of any discriminatory term covered by UK law, which is directed towards an employee by a fellow employee (or group of employees), and is regarded as unwelcome and offensive by the recipient. Our employees have the right to work in an environment in which they feel comfortable working. Central Taxis have strict guidelines in place on how to deal with any incidence of harassment within the company.

### **Employee wellbeing**

By putting staff wellbeing at the core of our business model, we run a company which understands and supports the needs of its employees. On commencement of employment, we offer our employees free health insurance. This includes dental, optical and therapy cover as well as face to face counselling sessions, a 24 hour advice line and personal accident cover. We also provide each of our line managers with employee wellbeing training so that they can learn how to support staff.

### **Violence and substance free workplace**

We operate a workplace where violence and substance abuse, whether drug or alcohol, is strictly prohibited. Our goal is to maintain this and ensure that our employees are able to carry out their duties without being affected by drugs or alcohol.

## **Supporting Local Communities**

Central Taxis has been a proud member of the local Edinburgh community for over 40 years. As a co-operative, Central Taxis is owned and run by over 400 members of the local community and is responsible for the employment of over 1300 local people - a responsibility that is always at the forefront of our business practice. Edinburgh is our home and we are very passionate about being able to support and contribute to the city that sustains us and allows us to operate our business. The nature of our company structure ensures that we always have the community's interests at heart.

### **Local charities**

We are dedicated to supporting as many local charities as possible. Charities can be many things to many people; friends and families for those who have none; classrooms for children who need them, places to meet, eat, play and relax and advocates, advisors and carers for people in need. We offer our time, experience and monetary assistance to many local charities. We encourage and support employees and members of the industry in their own community activities and fundraising efforts, through the provision of time and/or financial contribution.

### **Local communities**

Central Taxis has been fostering good relations with the community in which we operate. We identify any specific community areas of concern on which our business has an impact. If so, we are willing to work towards integrating these concerns into procedures and working to resolve them.

We want to help build a prosperous Edinburgh and give something back to the community that supports our business. As a company we are an active member of the local community and involve ourselves in activities such as the sponsorship of local schools and community sport leagues, discussions and other community initiatives. We are keen to promote not only our local area but the whole of Edinburgh and not only the interests of our business but the entire trade. Our management committee regularly meet with Edinburgh's Council's Services for Communities to discuss the interests of the taxi trade as a whole.