

Corporate Social Responsibility Policy



Introduction:

Our Corporate Social Responsibility (CSR) company policy outlines our endeavours to give back to the world as it gives to us.

We are committed to running our business in an ethical and sustainable manner so that our operations have a positive impact on society.

Scope:

This policy applies to our company and its subsidiaries with its key principles extending to our suppliers and stakeholders. This policy is communicated across the business and is visible on our company website.

Objectives:

Corporate

We aim to be a responsible business that seeks to uphold the highest standards of professionalism and ethics.

Mainstay conducts business with integrity, promoting consumer respect, anti-corruption and anti-bribery policies alongside the health and safety of employees, contractors and visitors.

We continually meet our legal obligations and keep our employees abreast of their legal responsibilities via toolbox talks and the company intranet.

Environmental

Mainstay takes seriously the need to protect the environment and keep it protected for the benefit of all. We dispose of waste in accordance with legislation and undertake transparent recycling initiatives across all sites.

Company cars have a cap based on CO₂ emissions and there is an option to select hybrid cars as part of our fleet. Recycling initiatives have been implemented across all our sites as well as a 'Switch Off' policy aimed at reducing energy consumption.

Mainstay has agreed a unique partnership with Ecotricity to provide 100% renewable energy to its portfolio of properties. Annually, 21.5 Million kWh of green electricity is delivered and consumed within the properties under our Management.

By switching to green energy, Mainstay will reduce the environmental impact of the properties they manage - while supporting Britain's energy independence and the green economy.

We comply with environmental legislation and regulations including ESOS, giving due consideration to contractors and suppliers who can demonstrate that they are environmentally conscientious.

We are committed to working towards a '*paperless*' office and are moving from written correspondence with leaseholders to email communications where possible. We are also implementing digital noticeboards at the sites we manage to minimise the use of paper.

Community

Mainstay understands that for a particular property, neighbourhood or area to succeed, a community must exist. Without a community, a development is just another place to live. We

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invest in the delivery of community-led programmes which address the needs of our customers.

Mainstay believes that excellence in property management should be driven by building genuine relationships. Our on-site teams seek to establish good relationships with each resident individually and regular residents' forums help to keep everyone informed and included in decision making.

As an employer, we are fully committed to the welfare of our workforce, supporting the communities in which we operate, and the charities that mean so much to them.

Through the great work of our Social Committee each year we are able to provide funding and benefit in kind to a number of worthy causes. We actively promote and support individuals and groups of employees who participate in charitable events.

Mainstay staff regularly raise funds in support of national events such as Comic Relief, Children in Need and Macmillan Coffee mornings. Our key corporate charity '*The Choir with No Name*' helps individuals affected by homelessness.

We commit to limiting the risk of modern slavery occurring within our business and expect our supply chain to do the same.

Anti-Terrorist Activity

Our employees with a security-focused role complete the ACT (Action Counters Terrorism) online training and are provided with additional training where appropriate.