

CORPORATE SOCIAL RESPONSIBILITY POLICY

Issue: 1 Revision: 3
Date Implemented: March 2021

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Change/Review Notes:

Date of Issue/Review	Issue:	Revision No:	Details of Revision
July 2016	1	0	First version
September 2020	1	1	Template rebrand and reg no,
December 2020	1	2	Removed Mission St as not correct
March 2021	1	3	Change of Management Structure
April 2022	1	3	Reviewed – no changes
April 2023	1	3	Reviewed- no changes

CORPORATE SOCIAL RESPONSIBILITY POLICY AND STATEMENT

Corporate Social Responsibility Statement

ML Doctors believes that responsible, ethical, and professional business practice should be central to all its' operations and business activities and strives to ensure that day-to-day activities positively impact the communities and environments in which ML Doctors work.

Corporate Social Responsibility Practices

Protecting the Environment

- ML Doctors is committed to the adoption of environmentally responsible policies and practices, together with the regular review of both its ongoing performance and the inherent scope for further improvements. ML Doctors aims, through the implementation of the principles of ISO 14001 and continuous staff awareness, to create and maintain the highest levels of environmental responsibility.

Protecting People

ML Doctors will ensure that it:

- Does not risk the health and safety of its employees and community.
- Avoids harming the lives of local people.
- Supports diversity and inclusion.

Human Rights

- ML Doctors is dedicated to protecting human rights and is a committed equal opportunities employer and will abide by all fair labour practices. ML Doctors will ensure that its activities do not directly or indirectly violate human rights in any country (e.g., forced labour etc).

Donations and aid

ML Doctors may preserve a budget to make monetary donations. These donations will aim to:

- Advance the arts, education, and community events.
- Alleviate those in need through fundraising and active support programmes

ML Doctors takes its responsibility to support local and international charities and relief efforts very seriously and the CEO is a Trustee of the following foundation.

<https://hand2help.org/frontend/web/projects>

Volunteering

ML Doctors will encourage its employees to volunteer through programs organised internally or externally. ML Doctors may sponsor volunteering events and collaborate with other organisations to

facilitate training and awareness events to promote youth protection and personal development particularly to BAME groups.

Compliance

Legality

ML Doctors will:

- Respect the law.
- Honour its internal policies.
- Ensure that all its business operations are legitimate and responsible.
- Keep every partnership and collaboration open and transparent.

Business Ethics

ML Doctors will always conduct business with integrity and with respect to human rights and promote.

- Safety and fair dealing
- Respect toward the consumer
- Anti-bribery and anti-corruption practices

Employees

ML Doctors workforce is vital to the success of its business.

ML Doctors understand the importance of ensuring its employees are happy in their work and committed to ML Doctor's and the clients for whom they work. Regular discussions take place with ML Doctors employees which help identify and manage the key factors that influence positive engagement with its workforce.

ML Doctors acknowledge that we all spend a great deal of our lives at work and therefore its workforce should be happy and fulfilled in their working lives. ML Doctors encourage both team spirit and team building to ensure that its staff are accomplished professional individuals.

ML Doctors operates a comprehensive training policy that ensures its employees have the necessary skills to continually improve and work as part of a highly skilled team that works to the highest standards.

All ML Doctors employees are issued with an Employee Handbook that explains ML Doctor's general employment policy.

ML Doctors are committed to reducing the environmental impact of the business by regularly reviewing business practices and encouraging its employees to 'think environment'.

ML Doctor's is an equal opportunity and diversity aware employer and always aims to treat people fairly and welcomes job applicants from all sections of the community.

Customers

All ML Doctors employees are completely customer focused.

MLD

Customer satisfaction is paramount to the success of ML Doctors business and its systems are structured to provide the highest levels in terms of both quality and service.

ML Doctors strives to provide its customers with the very best in terms of:

- Quality
- Management Commitment
- Speed of response
- Innovative approach
- The highest standards applied throughout its business operations.

ML Doctors believe its drive for continual improvement will help to achieve continual growth improving its market position as a leading supplier of Medical Legal Reports to the legal and insurance industries.

Community

ML Doctors actively research opportunities to engage with the local community.

These initiatives encourage a behavioural approach that seeks to demonstrate empathy, tolerance and embody the philosophy of capable guardianship for all areas within its scope of responsibility.

The selection and recruitment of employees remains an important factor in the ML Doctors approach to diversity in the workplace and its equality, diversity and inclusion policy facilitates an employee selection process that seeks to reflect the diversity of the community in which it operates.

ML Doctors endeavour to source local suppliers wherever commercially viable to ensure the maximum opportunity to reinvest back into the local community.

Performance Evaluation

ML Doctors service delivery is continually evaluated and reviewed using a variety of methods:

- Client evaluation of ML Doctors via customer satisfaction surveys, incorporating the opinions of members of the public as part of the process.
- ML Doctors canvas the opinion of its staff.
- ML Doctors engage with its suppliers using supply questionnaires to understand goals and objectives in relation to CSR.

This policy will be reviewed annually as a minimum as part of ML Doctors Management Review Process, to ensure that it remains aligned with the organisational strategic direction.

Belinda Bishop

**Managing Director
ML Doctors Ltd**

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