

CSR AND ESG COMMITMENT STATEMENT

Organisation: Staffordshire Chambers Of Commerce

CSR and ESG Commitment Statement

Business Name: Staffordshire Chambers Of Commerce

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1. Introduction

Staffordshire Chambers Of Commerce is committed to conducting its operations with integrity, responsibility, and a genuine regard for the communities and environments in which it operates. As a professional services provider serving businesses across the Staffordshire region, we recognise that our role extends beyond the delivery of membership services and business support programmes. We acknowledge our responsibility to demonstrate leadership in corporate social responsibility and environmental, social, and governance matters.

This commitment statement outlines our approach to Corporate Social Responsibility (CSR) and Environmental, Social, and Governance (ESG) considerations across our operations. The statement reflects our values as an organisation and our commitment to sustainable business practices. We understand that CSR and ESG are not peripheral concerns but integral to how we conduct business, engage with our members, develop our people, and contribute to the economic and social wellbeing of the Staffordshire business community.

Our commitment is informed by our understanding of the stakeholders we serve. This includes our member businesses, which range from small enterprises to established regional operations; our employees and contractors; our local communities; and the broader business environment in which we operate. We recognise that the businesses we represent face increasing expectations from their own customers, supply chains, and regulators to

demonstrate responsible and sustainable practices. By embedding ESG principles into our own operations and supporting our members in their ESG journeys, we strengthen the resilience and competitiveness of the Staffordshire business community.

This statement sets out our strategic direction, operational commitments, and governance arrangements. It will be reviewed annually to ensure continued relevance and effectiveness.

2. ESG Strategy

2.1 Environmental Commitment

Staffordshire Chambers Of Commerce commits to minimising the environmental impact of its operations. As a professional services organisation, our direct environmental footprint is primarily associated with office operations, business travel, and the use of digital services and materials.

We commit to the following environmental objectives:

Reducing carbon emissions from our operations through identification and implementation of efficiency measures. These measures will include reviewing our office energy consumption, considering opportunities to source renewable energy where cost effective, and promoting low carbon commuting options for our staff. We will establish baseline measurements of our current energy usage and carbon emissions, with the intention of setting reduction targets by 2027.

Promoting responsible resource use within our office operations. We will implement practices to reduce paper consumption through increased digitalisation of our services and member communications. Where paper is used, we will prioritise recycled or responsibly sourced materials. We will also establish waste segregation and recycling procedures to divert waste from landfill where practicable.

Supporting our members in understanding and reducing their own environmental impacts. As a business support organisation, we are well positioned to facilitate knowledge sharing and peer learning on environmental practice. We commit to developing content, webinars, and networking opportunities that help our members understand relevant environmental obligations and identify opportunities for operational efficiency and cost savings through

environmental improvements.

Ensuring our procurement practices reflect environmental considerations. When selecting suppliers and service providers, we will take account of their environmental policies and practices as part of our decision making process. We will work with our key suppliers to understand their environmental commitments and encourage continuous improvement.

2.2 Social Commitment

Our social commitment focuses on supporting human development, promoting equality of opportunity, and contributing positively to the wellbeing of our local communities.

We commit to the following social objectives:

Creating an inclusive and supportive workplace for our employees. We are committed to being an inclusive employer that values diversity and provides equal opportunities for all. We will ensure our recruitment, development, and remuneration practices are fair and transparent. We will provide our people with access to appropriate training and development opportunities that support their professional growth. We will maintain safe and healthy working conditions and will support employee wellbeing through access to occupational health services and mental health support where resources permit.

Serving our business community fairly and transparently. We commit to providing fair and equal access to our services for all eligible members, regardless of their size, sector, or background. We will ensure our member communication and service delivery mechanisms are accessible and responsive. We will handle member data responsibly and in accordance with data protection legislation.

Contributing to local economic and social development. As an organisation embedded in the Staffordshire business community, we will use our convening power to support business networking, collaboration, and knowledge sharing. We will advocate for the interests of the local business community with local and regional policymakers. Where appropriate, we will support community initiatives that contribute to local social and economic wellbeing.

Supporting diversity and inclusion in the business community. We recognise the value that diversity brings to business performance and community wellbeing. We will encourage our member businesses to embrace diversity and inclusion in their own organisations, and we will seek to ensure our own membership and governance reflects the diversity of the communities we serve.

2.3 Governance Commitment

Our governance commitment sets out how we will make decisions, manage risks, and exercise accountability in relation to CSR and ESG matters.

We commit to the following governance objectives:

Maintaining transparent and accountable decision making. Decisions affecting our CSR and ESG performance will be made transparently and with due regard to the interests of our stakeholders. We will keep our members, staff, and local partners informed of our progress in implementing this commitment statement.

Managing CSR and ESG as integral to our business strategy. Responsibility for CSR and ESG performance will be embedded within our operational and management structures, rather than treated as a separate or ancillary function. Our leadership team will ensure that CSR and ESG considerations are factored into key business decisions.

Conducting regular reviews of our CSR and ESG performance. We will monitor our performance against the commitments set out in this statement and will report on progress annually. Where performance falls short of our commitments, we will investigate the reasons and take appropriate corrective action.

Managing risks to our reputation and operational continuity that arise from CSR and ESG factors. We recognise that poor environmental or social performance, or governance failures, can create operational and reputational risks. We will maintain awareness of emerging ESG risks relevant to our sector and our member base, and will take appropriate action to manage these risks.

3. Operational Commitments

3.1 Environmental Operations

By 30 June 2026, we will establish a baseline measurement of our office energy consumption and carbon emissions associated with our operations. This baseline will be recorded and will serve as the foundation for setting reduction targets in our 2027 annual review.

We commit to reviewing our office energy supply contracts by 31 December 2026 to assess opportunities to transition to renewable energy sources. This review will consider cost implications and will be pursued where financially viable.

We will implement digital by default policies for member communications and service delivery to reduce paper consumption. By 31 March 2027, we will have transitioned at least 80% of member communications to digital channels.

We will establish office waste segregation and recycling procedures by 30 September 2026 and will measure monthly waste volumes to track our recycling performance.

We will incorporate environmental considerations into our supplier selection process by 31 August 2026. This will include requesting information on suppliers' environmental policies as part of tender or contract negotiation processes.

We will publish at least two pieces of member focused content or host at least two webinars addressing environmental challenges or opportunities relevant to our member businesses by 30 September 2026.

3.2 Social Operations

We commit to maintaining fair and transparent employment practices. Our recruitment, promotion, and remuneration decisions will be documented to ensure consistency and fairness. Salary reviews will be conducted annually.

We will provide all employees with access to at least 15 hours of professional development or training per annum. This will be recorded and reviewed annually.

We will maintain occupational health and safety policies in compliance with the Health and Safety at Work etc. Act 1974. We will provide appropriate guidance to all staff on health and safety matters and will maintain incident records.

We will conduct an annual review of our member service accessibility to ensure our communication channels and service delivery are responsive to the needs of our members. We will specifically seek feedback from members regarding the accessibility of our services by 30 April 2027.

We will maintain compliance with the Data Protection Act 2018 and UK General Data

Protection Regulation in our handling of member and employee data. We will conduct an annual audit of our data protection compliance by 31 March 2027.

We will establish a member advisory group or forum to ensure that member feedback informs our service development priorities. This will be established by 31 October 2026.

3.3 Governance Operations

Our Chief Executive Officer holds overall responsibility for CSR and ESG performance. A designated member of staff will be assigned responsibility for coordination and monitoring of CSR and ESG implementation.

Key CSR and ESG matters will be discussed at leadership team meetings on at least a quarterly basis. Decisions affecting CSR and ESG performance will be documented.

We will publish an annual CSR and ESG performance report by 30 June of each year. This report will summarise our progress against the commitments set out in this statement, will identify areas of strong performance and areas requiring improvement, and will set out our priorities for the coming year.

We will conduct a formal review of this CSR and ESG Commitment Statement annually, with the next review scheduled for 22 May 2027. The review will consider changes in our business operations, emerging ESG risks and opportunities, feedback from stakeholders, and changes in regulatory or market expectations. Updated commitments will be documented and communicated.

We will maintain a risk register that identifies CSR and ESG risks to our operations and reputation. This register will be reviewed quarterly and will inform our priorities and action planning.

4. Governance and Review

4.1 Governance Structure

Responsibility for CSR and ESG performance is embedded within our operational structure. Our Chief Executive Officer has overall strategic responsibility for CSR and ESG matters and

will ensure that these considerations are integrated into our business planning and decision making processes.

A member of our management team will be designated as the CSR and ESG coordinator responsible for:

Monitoring our progress against the commitments set out in this statement

Preparing quarterly updates on CSR and ESG performance for discussion at leadership meetings

Compiling our annual CSR and ESG performance report

Coordinating engagement with members and stakeholders on CSR and ESG topics

Identifying emerging CSR and ESG risks and opportunities relevant to our business

Our leadership team will discuss CSR and ESG matters formally on a quarterly basis and will review progress against key operational commitments.

4.2 Stakeholder Engagement

We recognise that effective CSR and ESG performance depends on engagement with our key stakeholders. We are committed to ongoing dialogue with our members, employees, local partners, and community organisations to understand their expectations and to report on our performance.

We will communicate this CSR and ESG Commitment Statement to all employees and will make it publicly available on request. We will present our annual CSR and ESG performance report to members through our annual general meeting and will make it publicly available.

We welcome feedback on our CSR and ESG performance. Stakeholders can provide feedback through our designated CSR and ESG coordinator or through our main office contact channels.

4.3 Annual Review

This CSR and ESG Commitment Statement will be formally reviewed annually, with the next review scheduled for 22 May 2027. The annual review will consider:

Our progress in implementing the operational commitments set out in Section 3

Changes in our business operations or member base that affect our CSR and ESG priorities

Changes in regulatory requirements or market expectations

Feedback from members, employees, and other stakeholders
Emerging CSR and ESG risks and opportunities relevant to our sector
Opportunities to strengthen our ESG performance

The outcome of the annual review will be documented in a revised CSR and ESG Commitment Statement which will be communicated to stakeholders.

4.4 Continuous Improvement

We view CSR and ESG as an ongoing journey requiring continuous learning and improvement. We commit to reviewing our policies, practices, and performance regularly and to adapting our approach as our understanding develops and as our business context evolves.

This CSR and ESG Commitment Statement represents our current position and intentions. It will be revisited and updated annually to ensure its continued relevance and effectiveness in guiding our operations and contribution to sustainable business practice in Staffordshire.

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