

STM SECURITY (UK) LIMITED

Standard Ref
ACS /section 8
Environmental Policy Statement
Code Of Business Ethics Policy

Corporate Social Responsibility
Issue 4 – September 2010

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Approved by: Perry Simpson

Corporate Social Responsibility Statement

STM Security believes that responsible ethical and professional business practice should be central to all our operations and business activities and we strive to ensure that our day to day activity positively impacts the communities and environments in which we work.

Our philosophy is one that considers the entire chain of custody within the customer service culture, and we embrace the opportunity to positively engage with all stakeholders in that recognised group.

Corporate Social Responsibility Policy

Our Mission

Our Mission is to continue to improve our standing as a leading supplier of security and customer service solutions by providing the highest service with as little impact as possible to the environment.

We recognise that responsible business practice and true professionalism can help to penetrate new markets and achieve total customer confidence. STM's ethos is to operate to service excellence standards and the company is regularly audited in line with the SIA Approved Contractor Scheme. STM has achieved ISO 9001 quality accreditation, compliance with BS 7499 (Code of Practice for Static Guarding and Mobile Patrol Services), BS 7858 (Code of Practice for Security Screening of Personnel Employed in a Security Environment), and in many areas of our operations the inherent standards are well in excess of those set by the Codes of Practice.

STM are committed to achieving the highest quality service delivery possible, and have invested heavily in technology, particularly in respect of patrol monitoring systems. These investments improve our efficiency and wherever possible reduces the production of paperwork in order that we operate in the most environmentally friendly way possible.

Employees

Our workforce is vital to the success of our business.

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

We operate a comprehensive training policy both externally and internally that ensures our employees have the necessary skills to work as part of a highly skilled team that works to the highest standards

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We encourage people to improve themselves and existing employees are considered for promotion.

All front line staff are provided with a uniform, STM ID badge and an evolving range of employee benefits.

All staff are issued with an Employee Handbook that explains STM's general employment policy.

All staff are issued with a Health & Safety Handbook that explains the policy in relation to all workplace health and safety issues.

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

We understand the importance of ensuring our staff are happy in their work, and committed to STM and the clients for whom they work. They receive regular employee questionnaires which help us identify and manage the key factors that influence positive engagement with our workforce.

We communicate regularly with our employees via the company newsletter, messages via pay slip enclosures and various recognition initiatives such as the Go the Extra Mile award ('GEM').

STM is an equal opportunity and diversity aware employer and we aim to treat people fairly and welcome job applicants from all sections of the community.

Customers

'Clients make pay days possible' is a statement that is displayed in our office and all staff are completely customer focused.

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

We operate to one of the uppermost levels in management reporting systems and we are able to provide our customers with any job related information instantly at the push of a button.

We strive to provide our customers with the very best in terms of:

- Quality
- Management Commitment
- Speed of response
- Innovative approach

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- Price
- The highest industry standards applied throughout our business operations

We believe our drive for continual improvement will help us to achieve continual growth improving our market position as a leading supplier of security and customer service solutions.

Community

STM actively research opportunities to engage with the local community in various training and accreditation schemes. The Rail Safety Accreditation Scheme (RSAS) and Community Safety Accreditation Scheme (CSAS) are initiatives that require an integrated approach with other community stakeholders such as our clients, the British Transport Police (BTP), Regional Police Forces and other community safety professionals.

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

The selection and recruitment of our security teams remains an important factor in the STM approach to diversity in the workplace and our equal opportunity policy facilitates an employee selection process that seeks to reflect the diversity of the community in which they operate.

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

360° Performance Evaluation

STM's service delivery is continually evaluated and reviewed using a variety of methods:

- Client evaluation of STM via 'mystery shopper' exercises, incorporating the opinions of members of the public as part of the process
- Client Completion of Customer Service Reports
- STM evaluate our own service by both internal and external 'mystery shopper' exercises
- STM canvas the opinion of our staff via employee surveys
- STM engage with our suppliers using supply questionnaires to understand goals and objectives in relation to CSR

STM Mission Statement

*STM will strive to exceed our clients' needs,
value and develop our people,
Thus bringing greater business success*