



ICM

Corporate Social Responsibility Policy

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Statement of Intent

ICM is committed to openness and accountability. In line with this commitment we expect employees, learners, Examiners or those contracted to provide services to ICM who have serious concerns about any aspect of our work to come forward and voice those concerns with the knowledge that, if made in good faith, their action will be viewed positively.

A handwritten signature in black ink that reads "Adair Ford". The signature is written in a cursive, slightly slanted style.

Adair Ford
Chairman & CEO

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1. Policy Statement

ICM recognises that it must integrate its business values and operations to meet the expectations of its stakeholders, including customers, employees, the community and the environment. Simply stated, our ethos is:

“Before we are able to create value for our stakeholders and our business, we must first create value for the people in the country in which we are present”.

2. ICM

- Recognises that the social, economic and environmental responsibilities to our stakeholders are integral to the business. We aim to demonstrate these responsibilities through our actions and within our corporate policies
- Takes all feedback that we receive from our stakeholders seriously and, where possible, maintains open dialogue to ensure that the requirements outlined within this policy are met in full
- Shall be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development
- The Chief Executive Officer is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance on this policy rests with all employees throughout the company

3. Our Partnership Focus

- We shall ensure a high level of business performance whilst attempting to minimise and effectively manage risk, ensuring that we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders
- We will clearly set out the agreed terms, conditions and the basis of our relationship with stakeholders and will operate in a way that safeguards against unfair business practices
- We shall encourage dialogue with local communities for mutual benefit
- We will register and resolve any complaints that may be raised in accordance with our standards of service
- We shall support and encourage our employees to help local community organisations and activities in their region; particularly our employee chosen charities
- We shall work with local schools, colleges and universities to assist young people in choosing their future careers
- We shall operate an equal opportunities policy for all present and potential future learners and will offer our employees clear and fair terms of employment and provide resources to enable their continual development
- We shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement
- We shall provide safeguards to ensure that all employees of whatever background or belief are treated with respect and without harassment
- We shall provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy and safe systems of work

- We shall develop environmental policies and objectives as part of the business planning cycle

It is ICM's desire not only to be a sustainable company (see Business Plan) but also a direct contributor to the development and well-being of the communities in which it operates.

To facilitate this, ICM will employ local people to work with the company, in order to provide its Approved Centres with a permanent physical presence in the country. In turn, it is hoped that the Approved Centres delivering ICM programmes will encourage greater numbers of learner, thereby generating a requirement for the recruitment of additional staff. This, again, is beneficial to the economy of the countries in which ICM operates.

ICM will provide a number of secondary school leavers with scholarships. By providing a secondary school student with the opportunity to progress to higher education, it is hoped that they will be enabled to acquire qualifications to secure employment and, in turn, support their family and the community in which they live. ICM has provided this type of support on previous occasions and it has proved very successful for all concerned.

All countries, with substantial number of learners, in which ICM operates will employ a minimum of one individual as a Country Coordinator for the purposes of liaising between the learner, Approved Centres and ICM ensuring the efficient running of every examination series.

If a problem arises for a learner or Approved Centre, the coordinator will attempt to resolve the matter as expediently as possible. If, however, this is not possible, the coordinator would be the direct link between the learner and Approved Centre and ICM for further resolution.

ICM will fund an ICM Resource Centre within its office premises in the case where an office is opened. The purpose of the Resource Centre is to provide a library of text books relating to ICM's examination subjects, together with IT facilities such as computers, internet access and email for learner that may not have these facilities themselves.

The head office in the UK uses solar power installed on the roof of the building to generate electricity that powers the office and reduced our demand on electricity derived from fossil fuels.

There has been a change in perception regarding the roles and responsibility of businesses, brought on by the number and size of businesses and their increased global reach. With this consideration also comes the expectation of businesses such as ICM to act in a socially and environmentally responsible way.

ICM will, at all times, as far as is practicable, safeguard their employees, treat their employees equally, never be related to bribery or corruption, protect and support the environment in which it operates.

The efficacy of this Corporate Social Responsibility policy shall be reviewed by the Chief Executive and Board at regular intervals to ensure that all undertakings within it are met or exceeded. When required, revisions and modifications will be made to ensure that further initiatives for improvements are implemented.