



### **Purpose and Scope**

People are at the heart of the CSG business. We are committed to growth & prosperity which provides a sustainable return to our shareholders and sustainable careers and livelihoods for our employees. We recognise that this can only be done by properly engaging our people, those who work every day to ensure we can deliver high quality services for our customers. “It’s all about the people” is our guiding philosophy and it means that we will put people at the heart of every business decision we make. We believe that this philosophy drives sustainable success; financial, social, environmental and as a trusted partner for our customers.

As part of CSG’s vision of being ‘the best people that work together,’ means recruiting the best people, retaining the best people, and training and developing people to be the best that they can be.

### **Key Commitments**

We will accomplish this through commitments to:

#### **Recruitment**

- Attracting and recruiting the best people in their field to work with and for CSG through an equitable and transparent recruitment process.
- Considering culture fit and attitude as essential factors in the recruitment process, rather than focusing on potential skills and qualifications.
- Ensuring salaries are competitive with market rates and reflect each employee’s contribution.

#### **Recognition and Appreciation**

- Recognising and appreciating all our employees that contribute to the future success of CSG.
- Providing reward & recognition schemes which are tailored to peoples’ individual motivations.
- Encouraging a culture of empowerment in decision making at all levels where people have autonomy in their work and freely contribute new ideas for growth of their role, department, and the wider business.
- Provide opportunities to experience and interact with all areas of the business to allow for greater understanding and collaborative working across the business.

#### **Investing in our people**

- Investing in the success of all our employees by providing development & training opportunities for all to be the best that they can be.
- Developing our present and future managers to be first class leaders and business partners.
- Ensuring our people have the appropriate training that provides them with the correct skills to work safely and to a high standard.
- Fostering a continuous development culture that prioritises internal promotion & succession planning.

#### **Valuing our Employees**

- Valuing and respecting our employees as people first and foremost whilst promoting diversity and an inclusive work environment so all our people can thrive.
- Fostering community engagement by supporting initiatives in the communities where our employees live.
- Providing a foundation of trust, fairness, respect, and transparency across the whole group
- Fostering a truly inclusive culture, where everyone at all levels can bring their true selves to work with confidence.

#### **Responsibilities**

The Board of Directors are responsible for setting the standards for the company’s culture and approach to people. The HR Manager and team will ensure this policy is communicated and implemented throughout the group, clearly communicating the organisation’s vision, values, and objectives to foster a sense of alignment, purpose and value to all employees. Managers are responsible for implementing this policy.



**Arrangements**

This policy will be delivered through an effectively implemented management system, providing adequate resources to enable our people to effectively contribute to their delivery by promoting improvements and managing business risk. Providing people policies and procedures that are easily accessible to all employees for greater understanding and transparency. CSG are accredited to Investors in People.

**Authorisation**

This Policy has been authorised by:

A handwritten signature in black ink, appearing to read 'Jen Cartmell', is written over a light grey background.

Jen Cartmell,  
Managing Director, Cleansing Service Group Ltd.

SECTION: PEOPLE

OWNER: HR MANAGER

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