



Aston Lark Group Corporate Social Responsibility Policy

ASTONLARK



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Introduction

Aston Lark acknowledges the value of serving the communities in which we live and work. We strive to share and promote our values of sustainability and good corporate citizenship with all our stakeholders and with our local communities.

Company Information

Aston Lark is a General Insurance and Employee Benefits Broker providing services to approximately 140,000 Commercial and Private Clients from 28 locations spread around the UK. Specialist scheme products and services are also offered to clients based outside the UK. The company is owned by a combination of Goldman Sachs, Bowmark Capital LLP and the management and senior team of Aston Lark.

The company employs over 800 people and has annual revenue of c. £80m, and EBITDA in excess of £25m.

Company Values

The company is committed to **care** being at the heart of all its activities. This applies to looking after our people, having pride in providing a first-class service to our clients and having a positive impact through being a good corporate citizen. Our core purpose of care is supported by the following behaviour and values – passion, being experts in our fields, working with integrity and ensuring that we deliver.

Our corporate responsibility activities are structured into four areas: Our People, Our Communities, Our Clients and Suppliers and Our Environment. It is in these areas where the company believes that its impact can be seen. Our aim is to ensure that everyone does their best to support their colleagues, the market in which we operate and the wider community, and to ensure that we have as positive an impact in all these areas as is possible. Where there is a negative impact then we will work to minimise this.

Our People

Every organisation has obligations to its employees, to care for their health, safety and welfare whilst at work. There is a plethora of legislation governing these obligations which set out the minimum that an employer should do. Our employees are our true assets and they deserve much more than the minimum.

We care about our people and strive to ensure they are happy and satisfied in their jobs. To reflect the value we place on them, we consult and involve our people in decision making and empower them to shape their career path, influence their working environment and our involvement within our community. A focused Wellness team has been created in the business, and they have worked to improve our approach in this area.

We are committed to conducting our activities with the highest standards of care and integrity, and we expect our people to understand the ethical considerations associated with their actions and encourage and reward them for proactively supporting our culture.

Demonstrating strong social responsibility will encourage our people to realise the value in what they do. Stimulating growth of a positive perception about our company and themselves will encourage our people to be actively involved in working for the good of their community.

Our objective is to provide an environment where everyone -

- has the opportunity to show their talent and develop their skills
- is recognised and rewarded for the contribution they make
- is able to express their views and influence decisions
- is proud to be part of an organisation to which they feel ethically aligned

Our Communities

We recognise that we have a responsibility to support community projects and to look for ways in which we can use our expertise to help and support our stakeholders.

We consider our stakeholders to be anyone our business affects, or who affects us, either directly or indirectly. We will look to work with and support stakeholders whose values are aligned with our own.

We will encourage engagement and communication with our stakeholders so we understand the support that would be most useful, so we can meet or manage expectations, and can allocate our skills and resources most effectively to achieve a result that is mutually beneficial to all.

Mutually beneficial will be measured by a positive return in terms of income, reputation, industry perception, knowledge, skills or pride in us an employer.

We believe that the most enduring way businesses can make a positive impact on their communities is to:

- Participate in community projects local to our offices
- Actively encourage and give our people time to support community projects
- Look for opportunities to share our expertise and skills with others
- Support small or local businesses where possible
- Increase support for charities and schemes which assist disadvantaged members of society
- Encourage stakeholder engagement

Our Clients & Suppliers

We are committed to professionalism & integrity in everything we do; this is illustrated by the importance we attach to our Chartered Insurance Broker status. Every one of our clients and suppliers have expectations of Aston Lark; we will strive to work with consistency, integrity and fairness to ensure that we deliver results that are important to them.

We will ensure that our clients are at the core of everything we do, all our decisions and our direction of travel will be with them in mind. We will talk to our clients to ensure that we are delivering market-leading products and an outstanding level of service by working in partnership with our panel of key Insurers.

We will work collaboratively with our suppliers and clients and we will strive to work with fairness and transparency. We have developed robust HR policies (e.g. anti-slavery, equality and diversity) and are committed to working with those suppliers who share our values in providing safe and fair working environments.

We will act at all times with integrity and passion and will continue to develop ethical policies that not only make our work place a better place to be, but also benefit our broader market place.

Environment

We recognise our responsibility towards the environment in which we work and live. We are, therefore, committed not only to meeting our legal and regulatory obligations, but also to proactively minimising any adverse impact our activities may have on the environment where it is commercially viable to do so.

It is our objective to integrate this commitment into both our business strategy and our day-to-day activities.

To this end we have, with due regard to all stakeholders in our business, established a number of realistically achievable company-wide policies and procedures, many of which have the potential to improve employee health and wellbeing as well as having a positive impact on the environment.

These policies and procedures will be reviewed on an ongoing basis against measurable objectives, and modified and supplemented where necessary. As part of this process we will engage with our employees and other stakeholders by making them aware of the policies and procedures that have been put in place, and seek their support and feedback.

Our world is our focus and we are committed to making a change.

Plan for 2019/2020

Area	Section of Corporate Social Responsibility
Reinforce approach to all staff on bullying and harassment	Our People
The Workplace Experience – keeping under review areas such as working from home, office environment, benefits, wellness	Our People
Aston Lark Code of Ethics – ensure obligations understood by all	Our People
Staff Training & Competency – review progress of new licensing regime and training initiatives	Our People
Client Satisfaction Surveys – introduce across Aston Lark business	Our Clients & Suppliers
Client Trust – ensuring that our services continue to be trusted by clients, to include areas such as insurer selection processes	Our Clients & Suppliers
Modern Slavery Policy – ensure policy embedded with appropriate Aston Lark suppliers	Our Clients & Suppliers
Volunteering event – each office to consider contribution to the local community e.g. group clean up or similar	Our Community
Charity work – document what Aston Lark is doing, liaising with Charity Committee	Our Community
Review recycling in each location and reducing waste, to include possible food and clothing collections	Our Environment
Launch Cycle to Work scheme	Our Environment

We have produced the above action plan containing our objectives for 2019/2020. Progress will be kept under review, and a report outlining what has been achieved will be available at the end of the year.



Peter Blanc

Chief Executive Officer

Aston Lark Group

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YOUR WORLD IS OUR FOCUS