

Contents

1	Introduction	1
2	Charitable Objects	1
3	Core Values	1
4	Scope of CSR Activities	2
5	Stakeholder Engagement	2
6	Environmental Sustainability	2
7	Social Impact	2
8	Ethical Business Practices	2
9	Governance and Compliance	2
10	Performance Measurement and Reporting	2
11	Continuous Improvement	2
12	Communication and Transparency	3
13	Integration with Mission	3
14	Training and Capacity Building	3
15	Conclusion	3

1 Introduction

- 1.1 This policy statement outlines Goleudy's position on Corporate Social Responsibility (CSR). It replaces the previous 'CR002 Corporate Social Responsibility (CSR) and Environmental Policy Statement'.
- 1.2 The Environmental Management Policy (CR054) is a separate document that aligns with Goleudy's Green Plan 2030.
- 1.3 At Goleudy Housing and Support, our commitment to Corporate Social Responsibility (CSR) is deeply rooted in our mission to prevent homelessness, provide housing, and create opportunities for people in the communities we serve.

2 Charitable Objects

The objects for which the Association is established is the relief of poverty, sickness, and old age in particular (but without in any way limiting the generality of the foregoing words) for the relief of poverty of persons who by reason of mental or physical infirmity are unable to fulfil their duties as citizens or their obligations to their employers.

Taken from the Articles and Memorandum of Association

3 Core Values

We hold the following core values dear in all our endeavours:

- **Respect:** Showing respect for everyone.
- **Accountability:** A team ethos, everyone contributes, every day.
- **Fairness:** Treating everybody justly.
- **Resilience:** Supporting each other to keep going, even when it gets tough.

4 Scope of CSR Activities

Many of our charitable activities can be considered CSR initiatives. They encompass a comprehensive approach to addressing homelessness and housing insecurity, including prevention strategies, person-centred support, and housing provision. Additionally, we are constantly creating initiatives to strengthen the communities in which we work and to contribute positively to preventing food waste from being put into landfills while alleviating food poverty and insecurity.

5 Stakeholder Engagement

We actively engage with the people we support, our staff, local communities, government agencies, donors, volunteers, and partner organisations to develop collaborative solutions that address our region's unique challenges while remaining true to our core values.

6 Environmental Sustainability

6.1 While our primary focus is on homelessness prevention and housing provision, we are committed to minimising our environmental impact through sustainable practices in our operations and housing developments in the communities where we provide services. Please see our Environmental Management Policy (CR054) and Green Plan 2030.

6.2 Goleudy ran the Community Fridge in Swansea for over six years. During the year 2023/24, the Fridge distributed an average of over 1,000 kg of food per month to almost 1,000 people per month. Significantly, the Fridge reduced emissions by 8.7 tonnes over the period.

7 Social Impact

Our projects and services are designed to have a meaningful social impact. We aspire to support people in achieving the lives they want, obtaining stable housing, accomplishing meaningful support outcomes, and realising opportunities to flourish and engage positively with their communities.

8 Ethical Business Practices

We aspire to the highest ethical standards in all operations, ensuring fairness, integrity, and accountability in our interactions with stakeholders and partners. This includes ethical purchasing and supply chains and remaining informed of modern slavery and other exploitative practices.

9 Governance and Compliance

Our Board of Trustees oversees our CSR activities, ensuring compliance with relevant regulations and ethical guidelines and promoting transparency and good governance practices in all our endeavours.

10 Performance Measurement and Reporting

We measure our performance using a variety of indicators related to distance travelled, progress against desired outcomes, and the socioeconomic well-being of the people we support. We regularly report our progress to our Board of Trustees, funders, and commissioners.

11 Continuous Improvement

We are committed to continuous learning and improvement, seeking feedback from stakeholders, and integrating best practices to enhance the effectiveness and impact of our projects and services. We have a mature quality management system and hold ISO9001 accreditation.

12 Communication and Transparency

We maintain open and transparent communication with our stakeholders, sharing information about our projects, their performance and impact, and our financial stewardship to build trust and foster collaboration in our shared mission to create positive change.

13 Integration with Mission

Our CSR initiatives fully integrate into our mission of preventing homelessness, providing housing, and creating opportunities, reinforcing our commitment to our core values.

14 Training and Capacity Building

We invest in the training and capacity-building of our staff, volunteers, and partners to ensure they embody our core values and have the skills and knowledge to effectively serve the communities where we provide services and to advance our mission.

15 Conclusion

Our CSR policy reflects our commitment at Goleudy Housing and Support to serving the people we are constituted to help and advancing our mission of preventing homelessness, providing housing, and creating opportunities.