

	CORPORATE & SOCIAL RESPONSIBILITY POLICY	Doc No: 002	
		Revision Release Date: 22/06/2021	Status: PUBLISHED
UNCONTROLLED WHEN PRINTED	Revision: 1.0	Page 1 of 5	

Policy Statement

Trust Payments Limited (Trust Payments) recognises that our corporate and social responsibility is crucial to our values and operations and in expressing our commitment to our stakeholders. They include customers, employees, investors, suppliers, the community, and the environment.

We recognise that our social, economic, and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.

This Statement is about how Trust Payments takes account of its economic, social, and environmental impact in the way it operates as a business. By demonstrating our commitment to Corporate Social Responsibility, we aim to align our business values, purpose, and strategy with the needs of our clients, whilst embedding such responsible and ethical principles into everything we do.

We build relationships with our customers, suppliers, and the local communities we are part of, by encouraging our employees to consider the needs of others and involve themselves in public service. We will obtain a wide range of views on our social and environmental policies and performance.

The operational and ultimate responsibility for the commitment to our Corporate & Social Responsibility principles lie with the Directors of Trust Payments, although every employee is expected to give their full co-operation to the principles in their activities at work. Consultants or visitors are also expected to apply our environmental principles.

The effectiveness of the Policy Statement will be monitored and reviewed at least annually to ensure the Company's continuing compliance with any relevant legislation and to meet new business requirements and to identify areas in need of improvement.

Our Employees

We are extremely proud of our employees, who are at the heart of our ability to continuously strive to deliver an extraordinary Customer Experience and understand the instrumental role they play in our success.

We respect our employees and encourage their development and training. We promote equality and inclusion is integral to our culture and consider the interests of our employees including their welfare and health and safety. We aim to empower our employees and we recognise individual contributions and reward our employees fairly.

Our ultimate aim, is the happiness and wellbeing of our employees and we allocate an hour per week for employees to dedicate to activities that improve their mental or physical health whether it's a fitness class,

	CORPORATE & SOCIAL RESPONSIBILITY POLICY	Doc No: 002	
		Revision Release Date: 22/06/2021	Status: PUBLISHED
UNCONTROLLED WHEN PRINTED	Revision: 1.0	Page 2 of 5	

yoga session, a nutrition session, a motivational talk or a webinar about diversity and inclusion. We have a global team of trained mental health first aiders in each location to help our employees who are experiencing emotional distress or facing poor mental health. Our MHFA's are trained to actively listen without judgement and signpost to appropriate services where necessary.

Our Principles

- We operate an Equality & Diversity policy for all present and potential future employees 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 nationality, ethnic background, gender, disability, sexual orientation, age, or religious belief are treated with respect and without sexual, physical, or mental 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.

Customers

Trust Payments seeks to ensure that it deals responsibly, openly, and fairly with existing and potential customers with a service hallmarked by integrity, quality, and care by:

- Ensuring that all our advertising and documentation about the business and its activities are clear, informative, legal, decent, honest, and truthful
- Being open and honest about our products and services and telling customers what they want to know, including what we do to be socially responsible
- We will register and resolve customer complaints in accordance with our standards of service - ensuring that if something goes wrong, we will acknowledge the problem and deal with it
- We will listen to our clients so that this can help us improve the products and services we offer to them
- Ensuring that we benchmark and evaluate what we do to constantly improve our competitive edge in the marketplace.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices.

	CORPORATE & SOCIAL RESPONSIBILITY POLICY	Doc No: 002	
		Revision Release Date: 22/06/2021	Status: PUBLISHED
UNCONTROLLED WHEN PRINTED	Revision: 1.0	Page 3 of 5	

Local Community

Trust Payments also ensures that our work with the local community involves:

- Encouraging volunteer work in community activities
- Supporting local schools and colleges
- Supporting local fund-raising activities.

Charities

Every year, Trust Payments supports several worth charities and any fund-raising efforts are sent to the chosen charities. Over the past few years, we have supported charities such as Mental Health Foundation and Sea Life Trust. The One//Trust Charity Team undertake a variety of fundraising work every year, both individually and with team activities which includes many annual events such as:

- Raffles
- Christmas jumper day
- Team Quizzes
- Baking events e.g. Macmillan Coffee Morning
- Individual opportunities across our different offices
- Teambuilding including hikes/charity walks

Volunteering

At Trust Payments, getting involved and giving back to the community is something we believe strongly in and we are committed to creating a culture that encourages our employees to share their skills, expertise and resources to enrich the local communities in which they live and work.

Our volunteering policy entitles every employee to two volunteer days per year, during work hours, to support a local cause close to their heart. Activities range from practical projects such as local decorating or gardening initiatives, companionship activities and skills-based projects including teaching, CV and interview skills and bookkeeping for charities.

	CORPORATE & SOCIAL RESPONSIBILITY POLICY	Doc No: 002	
		Revision Release Date: 22/06/2021	Status: PUBLISHED
UNCONTROLLED WHEN PRINTED	Revision: 1.0	Page 4 of 5	

Environment

Protection of the environment in which we live and operate is part of Trust Payments values and principles and we consider it to be sound business practice. Care for the environment is one of our key responsibilities and an important part of the way in which we do business.

The One//Trust Green team is leading our commitment to create a green culture as we strive to reduce our energy use, manage our carbon footprint, and decrease our overall environmental impact. This year the team have teamed up with 'No to Plastics Malta' to give Xemxija Bay and the Simar Nature Reserve a much needed spring clean. This clean up event is a part of our mission to do our bit for a cleaner country and sustainable environment. Further opportunities for employees to get involved in Green initiatives are planned on an ongoing basis.

Trust Payments is committed to:

- Comply with all relevant environmental legislation, regulations and approved codes of practice
- Protect the environment by striving to prevent and minimize our contribution to pollution of land, air, and water
- Seek to keep waste to a minimum and maximize the efficient use of materials and resources
- Manage and dispose of all waste in a responsible manner
- Provide training for our staff so that we all work in accordance with this policy statement and within an environmentally aware culture
- Regularly communicate our environmental performance to our employees and other significant stakeholders
- Develop our management processes to ensure that environmental factors are considered during planning and implementation
- Monitor and continuously improve our environmental performance

The nature of our work as a service provider means that we do not inherently have a high environmental impact but we will take consideration of environmental issues in the professional services we provide and endeavour to reduce our environmental impact to an absolute minimum. We strive to ensure that Trust Payments reduces its environmental impact by:

- Efficient use of energy. Ensuring that all lights and equipment are switched off when not required including end of day checklists to ensure we are conserving energy wherever possible. Use of motion sensor lights.
- Ensuring that water is used efficiently including use of water coolers with reusable water bottles
- Properly disposing of any electronic office equipment
- Optimizing efficiency for all printing, copying, and mailing functions including printing in mono and

	CORPORATE & SOCIAL RESPONSIBILITY POLICY	Doc No: 002	
		Revision Release Date: 22/06/2021	Status: PUBLISHED
UNCONTROLLED WHEN PRINTED	Revision: 1.0	Page 5 of 5	

double sided wherever possible

- Participating in recycling programs including paper shredding, bottles/cans, and toner cartridges.
- Sourcing recycled materials wherever possible including toner cartridges and paper
- Using scrap paper for drafts and notes
- Encourage electronic marketing materials whenever possible

Suppliers

- We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings with suppliers and other third parties. Our Equality and Diversity Policy can be found in our Employee Handbook.
- We endeavour to enter, into, clear and fair contracts with our suppliers. We commit to the timely settlement of suppliers' invoices.
- Wherever possible, we aim to support the local economy by contracting with local suppliers.