

1. Introduction

Metroguard Oxford is committed to operating ethically, sustainably, and responsibly across all areas of our business. As a UK-based security provider delivering retail security guarding, door supervision, close protection, mobile patrol services, and CCTV monitoring, we recognise our duty to our employees, clients, communities, and the environment.

This policy outlines the responsibilities of the Board of Directors, Senior Management, Supervisors, and Operational Personnel in delivering our CSR objectives.

2. Corporate Roles & Responsibilities in CSR

2.1 Board of Directors

The Board holds overall accountability for CSR performance and governance. They are responsible for:

- Setting the organisation's CSR vision, objectives, and ethical standards.
- Ensuring compliance with UK legislation and SIA regulations.
- Approving CSR reports, policies, and annual reviews.
- Providing resources needed for environmental, social, and workforce initiatives.
- Overseeing risk management, governance, and supply-chain ethics.

2.2 Senior Management Team

Senior Managers ensure CSR principles are embedded throughout all service lines. Their responsibilities include:

- Implementing CSR strategies within their departments.
- Monitoring ethical, environmental, and workforce-related performance.
- Ensuring role-specific training for retail security, door supervisors, CP operatives, mobile patrol, and CCTV teams.
- Leading health & safety compliance and employee wellbeing programmes.
- Managing ethical procurement and subcontractor assessments.

2.3 Supervisors & Operational Managers

Supervisors play a crucial role in day-to-day CSR delivery. They ensure:

- Fair scheduling, welfare checks, and compliance with working time regulations.
- Consistent staff performance monitoring and reporting.
- Incident reporting, auditing, and operational transparency.
- Ensuring security officers act professionally and ethically on assignments.
- Promoting safer working conditions at retail sites, venues, events, patrol routes, and control rooms.

2.4 Security Personnel (Operational Staff)

All operational staff represent Metroguard Oxford in the community. Their CSR role includes:

- Acting professionally, respectfully, and responsibly at all times.
- Maintaining valid SIA licences and participating in ongoing training.
- Supporting community safety and crime-reduction initiatives.
- Following health & safety procedures and reporting hazards.
- Conducting duties ethically—whether guarding, monitoring CCTV, patrolling, or managing venue entry.

3. Ethical Business Conduct

We commit to:

- Integrity, honesty, and full transparency in all business dealings.
- Compliance with the Bribery Act 2010, UK GDPR, SIA standards, and relevant British Standards (BS 7858, BS 7499, BS 8507, BS 7958, etc.).
- Zero tolerance for corruption, discrimination, bullying, or worker exploitation.
- Protecting client confidentiality across all sectors and service lines.

4. Employment, Workforce Development & Welfare

Metroguard Oxford prioritises staff wellbeing, fairness, and professional development by:

- Providing equal opportunities and preventing discrimination (Equality Act 2010).
- Offering clear training and progression pathways for all security roles.
- Ensuring fair pay and lawful working arrangements.
- Supporting mental health and providing welfare check-ins during shifts.
- Offering enhanced training in conflict management, de-escalation, safeguarding, and emergency response.

5. Role-Specific Responsibility Standards

Retail Security Officers

- Promote crime reduction and customer safety.
- Handle conflicts professionally and respectfully.
- Support vulnerable persons and collaborate with retail staff.

Door Supervisors

- Uphold licensing objectives and public safety.
- Ensure controlled, respectful entry management.
- Support safer nightlife initiatives.

Close Protection Officers

- Operate discreetly, legally, and ethically while safeguarding client interests.
- Maintain professionalism, confidentiality, and situational awareness.

Mobile Patrol Officers

- Conduct patrols safely and efficiently.
- Maintain vehicle safety and high-quality operational reporting.
- Respond rapidly to incidents using clear digital processes.

CCTV Monitoring Personnel

- Adhere to BS 7958 and Data Protection Act 2018.
- Monitor proportionately and ethically.
- Maintain GDPR compliance and secure data handling.

6. Human Rights & Anti-Exploitation

In line with the Modern Slavery Act 2015, we commit to:

- Zero tolerance for forced labour, trafficking, or exploitation.
- Conducting strict right-to-work checks.
- Ensuring ethical labour practices in our supply chain.

7. Environmental Responsibility

Metroguard Oxford aims to reduce environmental impact by:

- Prioritising public transport as the primary mode of travel for staff wherever operationally feasible.
- Reducing waste and increasing recycling across all offices and operational sites.
- Using digital reporting systems to reduce paper consumption.

- Implementing energy-efficient practices in offices, monitoring centres, and operational environments.

8. Community & Social Value Contribution

We support local communities by:

- Working with councils, police services, local partnerships, and community groups.
- Supporting community safety initiatives and crime-reduction programmes.
- Providing employment and training opportunities to local residents.
- Encouraging staff participation in community volunteering initiatives.
- Sponsoring veteran applications and supporting ex-service personnel in transitioning into security roles.

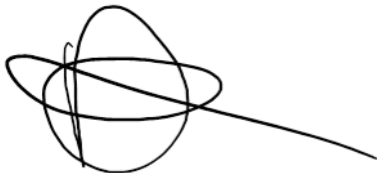
9. Governance, Monitoring & Review

- CSR performance is reviewed annually by Senior Management and approved by the Board.
- KPI-based audits measure environmental impact, training compliance, workforce welfare, and ethical standards.
- Findings guide continuous improvement and updates to this policy.

10. Policy Review

This CSR Policy will be reviewed every 12 months or earlier if legislation or operational practices change.

Andrew Bannon

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke extending to the right.

Managing Director
Metroguard Oxford Ltd
06/01/2026