



Corporate Social Responsibility (CSR) Policy

Cox Mahon wants to be a responsible business that meets the highest standards of ethics and professionalism. To be considered as socially responsible, a company's activities should benefit society. To be considered environmentally sustainable, a company's activities should not harm the environment and make a positive contribution economically, socially, and environmentally.

The principles of CSR can benefit both society and Cox Mahon. Our employees work together as one team who support chosen charities and want to give their time and money to fundraising activities. We attract the right people by identifying those who share the same values as us.

Introduction to Corporate Social Responsibility (CSR)

CSR refers to the way in which a business regulates itself to ensure that all activities positively affect society. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic, and environmental impacts of what they do as a business. Businesses should meet, and aim to exceed, any relevant legislation, and if legislation does not exist, the company should ensure they carry out best practices anyway.

Cox Mahon is committed to ensuring that any business undertakings are conducted as ethically as possible by following this CSR policy.

Who we are and what we do

Cox Mahon Limited is a privately owned insurance broker and member of BIBA (British Insurance Brokers' Association) with two very distinct areas of expertise - Professional Risks Insurance and Farms, Estate & High Value Property Insurance - two sectors in which we are regarded as a leading broker.

Founded in 1996 in St. James's, London, our private status, and employee ownership mean that the success of the business rewards our people directly, motivating them to do an outstanding job.

We strongly believe that the absence of external shareholders in our business contributes to greater objectivity and independence of thought. We are in business to serve our clients and our philosophy is excellence and integrity; that means performance excellence in meeting our clients' actual needs, excellence in the service that underpins that performance and integrity in everything we do. By adhering to our philosophy, we aim to build close and lasting relations with our clients and underwriters to maintain our superior reputation.



Looking after our employees...

To retain loyal and productive staff, it is vital that we maintain a good working environment, with a culture of positivity and proactiveness. We will ensure that we:

- Do not risk the health and safety of our employees and community.
- Avoid harming the lives of those around us.
- Support diversity and inclusion.

Human rights

Our company is dedicated to protecting human rights. We are a committed equal opportunity employer and will abide by all fair work practices. We will ensure that our activities do not directly or indirectly violate human rights in any country (e.g. forced labour). We will ensure that we are an Equal Opportunities Employer as per the Human Rights Act 2010 and adhere to the Modern Slavery Act 2015.

Looking after our company...

We understand that social responsibility begins at home, so we take measures to ensure the well-being of all employees while reducing our impact on the environment.

We are currently in the process of becoming a paperless environment and intend to achieve this by the end of December 2021.

We will always conduct business with integrity and respect to human rights. We will promote:

- Safety and fair dealing
- Respect toward our clients
- Anti-bribery and anti-corruption practices

Our company will:

- Respect the law
- Honour its internal policies
- Ensure that all its business operations are legitimate
- Keep every partnership and collaboration open and transparent



Looking after our clients...

It is so important that we look after our clients to make sure that they have a positive and lasting impression of Cox Mahon.

- We welcome complaints and they are dealt with readily and to conclusion.
- We ensure that we source ethical supplier of products and services.
- We maintain clear and accessible communications with our customers.
- We value feedback.

Looking after our community...

Cox Mahon helps to develop a thriving and resilient community by undertaking regular charitable activities in the local area. All employees are granted 1 day per year to volunteer to charitable activities, whether local or national.

The value "we are committed to doing our best" is an organisation-wide commitment to consider the environment in which we live and to do our best in our decision making.

Protecting the Environment

It is important to commit to reducing the environment impact that our business activities may have. Apart from legal obligations, our company will proactively protect the environment.

Examples of relevant activities include:

- Recycling
- Striving towards a paper free environment
- Conserving energy
- Using environmentally friendly technologies

Community Engagement

As a business, we want to do our bit to support local communities. We support our community in the following ways;

- Sponsorship of or monetary donations to: local charities including the local Air Ambulance.
- Support local charities by donating time i.e. staff participation in volunteering days.
- Support the surrounding community by employing local people.

We always welcome feedback or suggestions. Please email nadine.head@coxmahon.com for any comments relating to our CSR policy.