

## Corporate Social Responsibility

**We do it because it makes us a better business... Because we can... And because we should**

At Zeta Services, we look to shape the future of the compliance industry by taking practical, responsible and sustainable action over the long term. We constantly reassess and refine our approach to Corporate Social Responsibility, and are proud to help;

- | Create value for our business and our investors
- | Deliver solutions that respect the environment
- | Build strong relationships with our customers, suppliers and neighbours

### Core Values

Our aims are underpinned by our core values which influence the way we go about our business, each and every day:

- | Customer service
- | Respect
- | Integrity
- | Excellence
- | Innovation

### Key Areas

As part of our approach to CSR, we have recently outlined the four key areas that we are committed to:

#### | Our Environment

Our long-term environment commitment is to be a Carbon Neutral business by 2019.

#### | Our People

Our long-term commitment to our people is to be recognised in the UK as an employer of choice for developing people to be the best they can be.

#### | Our Marketplace

Our long-term commitment to our marketplace is to set the standards for innovation, value and service that others aspire to.

#### | Our Communities

Our long-term commitment to our local communities is to be recognised as the number one partner for the delivery of positive social and economic impact.

Read more about our focuses below.

## Environment

In 2015, we set a bold ambition to be a zero-carbon business by 2019 and we are already making considerable progress in reducing our direct footprint.

We will continue to:

- | Encourage behavioural change in our employees
- | Drive technology and innovation
- | Measure and manage our use of resources to drive improvements and set new benchmarks.

## People

Our long-term objective is to be recognised in the UK as an employer of choice for developing people to be the best that they can be.

We will continue to:

- | Maintain a position of leadership to attract and retain the best people
- | Grow our presence within the compliance industry to continue to attract a skilled workforce
- | Exceed expectations about what an employer provides in regard to reward and development
- | Support apprentices whenever possible, and pay significantly above apprentice wage levels

## Marketplace

Our long-term objective is to set the standards for innovation, value and service that others aspire to.

We will continue to:

- | Support and facilitate the economic sustainability of our suppliers and customers
- | Build open channels of communication in line with the changing needs of our audiences.

## Communities

It is very important to Zeta that we are aware of our responsibilities within the communities in which we operate, and look to offer help and assistance where we can.

We will continue to:

- | Undertake efforts that reflect the needs of communities that we operate in
- | Give bright talent within our communities the opportunity to broaden skills, knowledge and experience
- | Support employees in their community efforts.

## Charities

As well as supporting fundraising efforts by staff for a variety of charities, we support in a major way The Somerville Foundation:

| The Somerville Foundation - [www.thesf.org.uk](http://www.thesf.org.uk)

The charities vision is to create a national support network for adolescent and adult congenital heart patients.

## Closing Statement

We believe companies should act responsibly. We also believe CR works best when it **makes a difference for everyone** - including the company and its shareholders.

Put simply, CR matters to us because we want to be a business that people want to do business with.

Every action we carry out must be commercially sound and make a difference. Only then can it truly be sustainable. We believe it is our responsibility to generate benefits for our company as well as create value for the individuals and communities we interact with.

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"This year, Zeta has continued to take a lead on CR issues. It has become increasingly clear that you can't just do what you are obliged to do; businesses need to go beyond the bare minimum, and have a 'Purpose Beyond Profit'. For me, our CR vision clearly supports that."

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Rob Nicoll  
(Chief Executive Officer)