BROWSER

Corporate Social Responsibility Policy

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Introduction

Browser London Limited is committed to operating responsibly, ethically, and sustainably in every aspect of our work. As a user experience, design, and engineering consultancy, we recognise the role we play in shaping digital services used by thousands of people and the responsibility we hold as a supplier to organisations in government, healthcare, education, cultural heritage, and global industry.

Our CSR framework focuses on four core pillars: Environment, People, Community, and Ethical Delivery.

1. Environment

Reducing impact through sustainable operations

Browser London operates a remote first model that significantly reduces travel emissions and office-related energy consumption. When in person collaboration is required, we prioritise public transport and consolidated travel planning to minimise our footprint.

Energy efficient digital delivery

We design and build digital products with an emphasis on performance and efficiency. Lighter codebases, optimised front end frameworks, accessibility considerations, and efficient hosting architectures contribute to lower energy consumption across user devices and cloud infrastructure.

Responsible material use

We reuse and recycle equipment wherever possible and avoid unnecessary hardware procurement. Our internal innovation projects, including the development of products from recycled marine materials, reflect our commitment to circular design and responsible material use.

2. People

Inclusive, supportive working practices

We maintain a collaborative culture built on respect, flexibility, and transparency. The team is encouraged to work in a way that supports wellbeing, family commitments, and personal development. We provide equal opportunities irrespective of background or identity, ensuring fair treatment at every stage of employment and partnership.

Training, development and professional growth

Given our long standing expertise in UX, research, and engineering, we invest in continual learning, including design systems, AI integration, accessibility standards, secure coding, and modern development frameworks. Knowledge sharing within the team is a core part of our culture.

Staff security and professionalism

All staff assigned to client work undergo BPSS checks as standard, and are eligible for higher level clearance where appropriate. We uphold strict confidentiality, responsible data handling, and professionalism across all engagements.

3. Community and Industry Contribution

Education and mentorship

Browser London actively supports emerging talent through mentoring, guest lecturing, and advisory roles with universities including London Metropolitan University, Southampton Solent, Princeton Business Today, and Barcelona Technology School. This includes portfolio reviews, talks, and guidance for students entering the design and technology sector.

Startup and SME support

The Managing Director regularly acts as a non-executive advisor to new ventures, supporting founders with strategy, UX thinking, and product development approaches. This strengthens the wider entrepreneurial ecosystem and helps nurture ethical, user centred innovation.

Local engagement

With strong roots in the Dorset and Poole marine community, Browser London contributes to local creative and technology initiatives. We work with local makers, designers, and suppliers where possible, supporting regional skills and economic activity.

4. Ethical Delivery

User centred, accessible digital services

We believe digital products should be inclusive and open to all. Our UX and UI work adheres to accessibility standards, inclusive research practices, and user testing that identifies barriers and improves usability across different user groups.

Transparency and responsible partnership

We communicate clearly, set realistic expectations, and maintain open lines of collaboration with clients. We do not oversell or overstate capability, and we take a consultative approach that prioritises client objectives, user value, and long term sustainability.

Data protection and secure handling

All work is conducted in accordance with GDPR and client specific security requirements. Sensitive data remains within client controlled environments, supported by strict access controls, secure devices, and responsible internal protocols. We avoid unnecessary data transfer and ensure all artefacts are stored and destroyed appropriately.

Ethical use of technology, including AI

Browser London integrates AI only where it supports meaningful user or organisational outcomes. We avoid opaque or unsafe use of machine learning and ensure clients understand the capabilities and limitations of any AI assisted features. All AI usage is subject to client approval and transparent data pathways.

5. Commitment to Continuous Improvement

CSR within Browser London is not a fixed statement but an evolving commitment. As technology, regulation, and societal expectations change, we continually review and refine how we work to ensure we act responsibly, reduce harm, and create positive impact for users, clients, our team, and the wider community.