



Corporate Social Responsibility Procedure



The Organisation understand that, as a business, our activities may have an impact on immediate environment, our local community and on the wider world.

It is important that we focus our efforts in making this impact more positive to those it directly and indirectly affects. This means taking a responsible attitude and going beyond the minimum legal requirements and principles in everything we do to ensure we achieve best practice.

We have therefore consolidated our existing operating principles into one framework policy under the heading of Corporate Social Responsibility (CSR). The principles encompassed within this policy cover all areas of our operations and have been developed and continue to be reviewed against and updated by reference to relevant internal and external codes of conducts, good practices and statutory guidance.

Our Directors supports the principles provided in those codes and standards and the aim of this policy is to translate that support into a collection of guidelines that set a standard approach and provide practical guidance for our managers and employees.

Compliance, Monitoring and Reporting

Compliance with this policy will be continuously monitored and subject to review in the Group's 'Corporate Targets and Objectives' which will be submitted to the;

- Board of Directors meeting at the annual Board meeting
- Directors at monthly Directors Meetings
- Management Quarterly Meetings

Each local manager is responsible for ensuring that the principles set out in this policy are communicated to, understood, observed, and complied with by all employees.

We expect employees who suspect that there has been a breach of this policy to report it to their line manager or the senior management of the Group. We recognise that employees may be reluctant to report concerns for fear of retaliation and will take disciplinary action against any employee who threatens or engages in retaliation, retribution or harassment of any person who has reported or is considering reporting a concern in good faith.

The Board of Directors will not criticise management for any loss of business resulting from adherence to the principles set out in this policy.

Volunteers

The organisation supports employees who wish to do volunteer work within the community or for charitable institutions. Supporting volunteers helps the organisation to build relationships with the local community and improve how it is perceived within it. Employees who do volunteer work can use the skills that they have developed at work to help the community; learn new skills including, for example, leadership qualities; and improve their morale, physical health and work-life balance.

Types of volunteering supported

The organisation supports employees who are undertaking community or charitable activities, including:

- community care work;

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- environmental work and conservation projects;
- fundraising for community projects or charities; and
- the administration of public events.

The types of volunteering that will be supported are entirely at the discretion of the organisation.

The Office

The Company will ensure that significant risks to the environment associated with office-based activities are assessed and minimised. Furthermore, the Company will attempt to minimise its overall impact on the environment.

The Company will ensure that those who undertake environmental impact assessments are competent to do so.

The Company will provide suitable and sufficient information, instruction, training and supervision to employees regarding impacts on the environment. Employees will make proper use of any equipment and systems of work provided. The Company will take all reasonable steps to ensure that control measures are properly used.

The Company will ensure that adequate arrangements are in place to deal with accidents, incidents and emergencies related to contamination, spillages or other adverse environmental effects.

Procedure

The [office director, department manager, etc] will:

- compile an inventory of all hazardous substances in the office that could be released into the environment;
- identify operations that use significant amounts of energy with a view to reducing consumption;
- identify operations that use resources such as paper, and review the need for the current level of consumption, identifying savings where possible;
- identify waste streams with a view to recycling and reuse;
- review the thermal insulation of the office to minimise energy use in heating and lighting;
- review staff travelling arrangements with a view to encouraging car-sharing, use of public transport, cycling and working from home where practicable;
- ensure that any control measures in place are adequately maintained, examined and tested;
- ensure that arrangements and procedures are in place to deal with accidents, incidents, spillages and emergencies and that members of staff are aware of these procedures;
- put arrangements, including supervision, in place to ensure that employees properly use control measures.

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The Environment

The Company is committed to integrating environmental best practice into all its business activities. The Company accepts its environmental responsibilities and recognises its obligation to reduce the impact of business activities on the environment. The Company will achieve this through a policy of continual improvement in environmental performance.

To achieve these objectives, the Company will:

- adopt best practice and assist, where possible, in developing innovative solutions to the environmental issues and problems facing its sector;
- conduct its activities in full knowledge of, and compliance with, the requirements of applicable environmental legislation and Approved Codes of Practice;
- assess the environmental impact of all past, current and likely future operations, and fully integrate environmental considerations and objectives into its business decisions;
- minimise consumption of natural resources, including energy, water and raw materials, as far as is economically practicable;
- prevent pollution and minimise emissions;
- reduce the production of waste and develop effective waste management and recycling procedures, as well as disposing of unavoidable waste in such a way as to minimise its environmental impact;
- develop and implement integrated logistics policies, and encourage the use of environmentally friendly means of transport by staff;
- establish environmental objectives and targets, and measure performance against these targets;
- raise awareness amongst members of staff through appropriate education and training, encouraging them to become more environmentally responsible;
- encourage awareness of, and commitment to, improved environmental performance amongst suppliers and customers;
- work within the local community and with others, to take into account their environmental concerns and develop and pursue environmental initiatives;
- communicate this policy to members of staff, and consult with them to ensure that they take an active role in its implementation and review; and
- monitor and review its environmental performance and publish and communicate this performance to staff and other concerned parties.

Each employee is responsible for his/her adherence to the principles of this policy. The contents of this policy and the way in which it is being implemented will be reviewed annually.

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