



## **Our Corporate & Social Responsibility Policy**

Our aims and vision is to:

“Recognise that we must integrate and work together in our business values and operations to meet the needs, values and operate in a way to ensure that all expectations are met by our customer, employee’s, regulators, auditors, investors, supplier’s, the community and of course the environment”.

- Acknowledge, make reference and adhere to our social, economic and environmental responsibilities as an established company and ensure that all the above stakeholders are an integral part of our business and operations. We aim to ensure that this is fulfilled by our actions, policies, Trade Memberships & Accreditations.
- We take seriously all the feedback from the above interested parties (stakeholders) and where possible maintain, improve and ensure open discussions, improvements and reviews are made to ensure that the business operations are at the forefront of the interested parties needs and are met to fulfil our obligations.
- We will be open and honest with our communication to all, be realistic with the targets set, performance and governance to all associated parties and continue to improve our commitments and development of all aspects of the business.
- Our Technical Sales Director is responsible for the implementation of this policy and ensures that it is regularly reviewed where necessary and all new policies or information are put in place to ensure that we move forward and improvements are made.
- We ensure that all our Contracts that are put forward to existing and new clients are set out clearly and the basis of all our terms and conditions are clear and based upon a fair and good working relationship showing value for money and a competitive proposal and quotation at all times for the works we offer.
- We provide safeguards and employ a company to ensure that all our Health & safety policies, training and Employment Law issues are kept right up to date by Guardian Risk Management and the HR Department and we are regularly reviewed and audited by them.
- We ensure that we operate our business in a way that safeguards against any unfair business practices and encourage others to do the same both as suppliers’, clients and end users.
- We operate in an open and honest trading way. Having clear values on our pricing and charging policy to all.



- We also ensure that all our Employees have the same opportunities and are all treated fairly, courteously and without course for any action against the company.

This policy has been created and circulated to all persons named above as and when requested. It is also forms part of our employees' terms and conditions of employment and can be found in their Handbook.

This policy is also supported by our "Quality Policy"