



CSR POLICY

3 The Elms, Church Road, Claygate, Surrey, KT10 0JT
Tel: 020 8971 3145 E-mail: sales@asgl.co.uk www.affordable-facilities.co.uk

CORPORATE SOCIAL RESPONSIBILITY POLICY

Affordable Facilities seeks to be a good corporate citizen in everything we do.

We are committed to maintaining the highest possible standards of corporate social responsibility (CSR) in all our business activities. We recognise that the promotion of our CSR across the company, our people and via our involvement in the communities, in which we are present, is key to our future strategy.

Affordable Facilities operate a management system that complies with ISO 14001:2004, OHSAS 18001:2007 and ISO 9001:2008 and provides the mechanisms to measure and continually improve performance in these areas.

Affordable Facilities recognises that we must integrate our business values and operations to meet the expectations of our and our clients. They include customers, employees, suppliers, the community and the environment.

We will

- Take all feedback, compliments and complaints seriously
- Be open and honest in communicating our policies, strategies, targets, performance and governance
- Where practical and reasonable, make the necessary resources available to realise our corporate responsibilities

Health and Safety

- We are committed to achieving and maintaining the highest standards of health, safety, welfare and to delivering a continually improving performance
- We will provide a safe and healthy working environment by taking proactive measures to ensure safe execution of all our work activities
- It is our policy that all operations are performed at all times by qualified and competent employees and contractors
- The prevention of accidents involving personal injury and incidents of ill health or property damage is essential to the culture and operation of all our activities
- Our Health and Safety Policy and associated procedures and documentation will be disseminated to all employees and contractors and will be reviewed on a regular basis and revised as appropriate.

Environment

- We will respect the environment and undertake our works with the utmost environmental awareness and protection
- We will further develop our environmental management skills, delivering practices that minimise waste and maximise efficiencies
- We will show exemplary environmental standards in all our operations embracing sustainability by maximising the use of recycled materials
- We will take all reasonable and practical steps to reduce CO2 emissions related to our activities

People

- We shall, through clear direction and strong leadership, ensure a high level of business performance while minimising and effectively managing risk
- As Investor in People, respect for our people is embedded in our business. We will treat all people as we wish to be treated.
- As Investor in People, we will seek feedback from all members of staff at all levels
- We shall provide safeguards to ensure that all employees are treated with respect and without harassment
- We will offer our employees clear, fair terms of employment and provide resources to enable their continued development

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- We shall operate an equal opportunities and diversity policy for all present and potential future employees, valuing the benefits of equality, diversity and inclusion
- We will ensure that all employees are trained to carry out their role and that they know what development and training programmes are available

Customers

- We intend to build long term relationships and establish two way commitments by earning the trust of customers.
- We will continue our investment in our resources in order to maintain our position as a market leader
- Our mission is to become the first choice scaffolding company
- We will continually work with our customers to understand their requirements and exceed their expectations
- We are committed to being consistent in all our business activities and to having the highest level of professional and ethical standards.
- We will be open, honest and transparent in all our actions and recognise that success will only be achieved by the integrated team work of all parties involved
- We are committed to being proactive and share our knowledge, experience and innovations with our customers in order to add value to the service at all times
- We will operate a business management system that consistently provides products and services that meet customer and regulatory requirements
- We monitor customer satisfaction and respond as necessary to maintain the highest standards of service

Supply Chain

- We will behave legally, honourably and ethically at all times
- Our procurement is achieved in a clear and fair way, rewarding excellence through repeat business and ensuring payment on agreed terms
- We will be fair and honest in our relationships with suppliers and subcontractors
- We will take all reasonable and practical steps to ensure the goods are procured from reputable organisations and manufactured ethically in accordance with local pay and conditions
- Our high standards for health and safety, environmental matters and community relations are communicated to the supply chain

Community

- We shall encourage dialogue with local communities for mutual benefit
- We will take all reasonable and practical steps to minimise disruption to communities and stake holders affected by our works
- We will work with local communities to develop skills and training appropriate to our business needs
- We shall respond promptly to complaints and enquiries from interested parties and the public and provide relevant information regarding our activities.
- We aim to employ locally and buy from local suppliers
- We are supporters of the Admiral Trust - <http://www.admiraltrust.org.uk/>. The Admiral Trust is a charitable trust, established in January 2012, which aims to provide resources, encouragement and support to those in need.

Signature of person responsible for policy:-

Mr. Terry Withers
Managing Director

Date: April 2016

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Signature of person responsible for policy:-

Signed:



8/4/16

Date: **08/04/2016**

Reviewed: April 2016

Next Review: April 2017

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