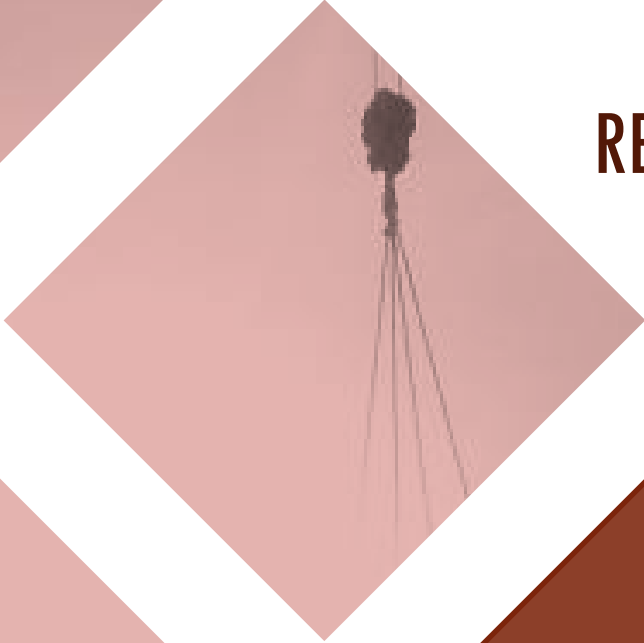




# CORPORATE SOCIAL RESPONSIBILITY POLICY

CG-POL003



## Corporate Social Responsibility Policy

### POLICY STATEMENT

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Chirmarn Group's mission is to be recognised and respected as one of the market leaders in the supply of services for the identification, treatment, safe removal and disposal of all types of asbestos, and for delivering value to our clients through excellence in quality and customer service.

In recognising that everything we do has the potential to impact upon people and the communities in which we work, we are committed to challenging ourselves against a number of standards and policies to ensure that we not only meet but exceed our legal, moral, financial and professional obligations to our customers, suppliers, employees, local community and the environment.

In addition to our written policies, we believe in maintaining a set of company values which define the culture of our business and our commitments to the way in which we interact with others:

- **INTEGRITY** – acting truthfully, honestly and ethically in all our activities
- **QUALITY OF SERVICE** – always striving for excellence in customer service in order to exceed the expectations of our customers
- **OPENNESS** – inviting and respecting the contributions of all through teamwork and valuing diversity

### Policy aims

The aim of our corporate social responsibility policy is to ensure that we offer our customers the quality of service expected from a market leader and that we take responsibility for the impact that our business activities have. Further policies which contribute to our corporate social responsibility commitment include:

- Health and safety policy
- Environment and sustainability policy
- Quality policy
- Equality and diversity policy
- Waste management policy
- Carbon reduction policy
- Training policy
- Greener fleet policy

### Approval

This policy has been collaboratively reviewed and approved by the senior management team and is fully endorsed at the highest level of the organisation. It is reviewed annually, published locally and communicated to the entire workforce to ensure understanding and compliance.

*Richard Musgrove*

**Richard Musgrove**

Group Managing Director – 22.06.20

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### ARRANGEMENTS

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Chirmarn Group is committed to continually improving our performance as a socially responsible company and working with our staff, clients, customers and our subcontractors to maintain this approach. As our activities are not carried out in isolation, it is our responsibility to consider the effect that we, as a company and individuals, have on the wider community and other stakeholders. We do this by conducting ourselves in a professional manner, ensuring we are approachable, understanding, reactive and ethical.

### SCOPE

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This policy applies to all business undertaken by Chirmarn Group, and the responsibility to ensure we act in a socially responsible manner resides with all employees. The policy covers all directors, employees, temporary staff and contractors.

To supplement and help achieve our corporate social responsibility policy, we undertake to implement and maintain an integrated management system consisting of:

- Quality – BS EN ISO 9001: 2015 certified quality management systems
- Environmental – BS EN ISO 14001:2015 certified environmental management systems
- Health and safety – we are committed to adopting the ISO 45001 occupational health and safety management system when it is published

### GUIDANCE

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#### Values and behaviours

Our organisational values and behaviours direct and define how we must work. They provide clarity to both staff and the general public about what is, and is not, acceptable and what constitutes productive behaviour within our organisation. They provide parameters of behaviour that, when aspired to, will deliver quality service improvements as well as improving team working.

#### *Honesty, integrity and respect*

We are dedicated to ensuring that every customer and employee is treated with honesty, dignity and respect, and that any differences are valued, and individual abilities and contributions are recognised. We practice the highest standards, ensuring that our actions follow our words.

#### Quality

Quality of service is a key criterion in our approach to service delivery and this is supported by the rigorous implementation of our integrated management system.

Our heritage and specialism in asbestos management over many years means we have extensive management and operational experience and knowledge of the industry and its

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requirements. Thus, we consider that when it comes to these tasks we are one of the leaders in the field.

### Health and safety

Our organisation considers employee health and safety as one of the highest priorities. Many of the job activities handled by our employees require strict adherence to method statements, procedures, rules and regulations.

The management team is responsible for ensuring that all appropriate laws, regulations and orders are identified, and that supporting systems and policies are developed and deployed, including the use of approved codes of practice (ACoP) where appropriate. It is also their collective responsibility to ensure ongoing compliance of these company procedures, provide sufficient support and resources to employees and to proactively promote safe working practices.

Each employee must be aware of the company's health and safety policies, and they must follow all applicable procedures. If any employee has any safety-related concerns, he or she should report these concerns to their line manager. In line with our health and safety policy, all employees have the right to call an 'all stop' to working activities should they feel they are unsafe.

We do not consider health and safety to be an add-on: it is integral to the way we work and is considered as part of all decision-making.

### Customer satisfaction

As an SME, our understanding of a client's specific individual requirements, anticipating their needs and exceeding their expectations, is one of our key strengths. We aim to consistently improve the quality of our service by maintaining commitment to our core values. This is confirmed in our feedback surveys from clients and the low level of complaints from customers and clients. A comprehensive complaint procedure is in place, which ensures any issues are responded to within 24-hours, and a clearly structured escalation process is in place should the complainant not be satisfied with the initial outcome. Complaints and feedback are a considered as opportunities for improvement and are used to initiate strategic developments in the way we deliver service, as well as to identify areas of best practice for dissemination throughout the wider business.

Proactive measures are also in place to mitigate complaints from the public. Depending on the location of the work and the proximity, for example to residential areas or bordering gardens, our delivery teams will meet local stakeholders to discuss any activities that could potentially result in disturbances. Initiatives which will be implemented to reduce complaints include letters and leaflet drops sent before the work, informing local residents of the activity, the date and time it will take place and any disturbance it might cause, for example the noise from operating plant.

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### Employees

Our employees are our most important resource and we therefore encourage continuous learning and staff development to help empower all employees to reach their full potential. We recognise the need to maintain and develop a competent workforce through monitoring, instruction and training in both quality of service to the client and health and safety.

### Training and development

The success of our business is directly related to the continual investment we make in the development of our people and operational processes. Ongoing success can only be achieved through a commitment to attract, develop and retain the best. We aim to do this through our supportive environment that allows everyone to reach their full potential.

To ensure we are all fully prepared to carry out our duties, we work to a comprehensive development training programme: many of its health, safety and environmental elements are mandatory. All employees have personal development plans and undergo training needs analysis covering performance, aspirations, opportunities and training needs.

### Teamwork

Success comes with all areas of the company working together, sharing information to achieve common goals. We promote a culture where we actively listen, communicate openly, respect the views of others, and encourage employees at all levels to participate by expressing their thoughts and ideas.

### Subcontractors and suppliers

We believe in the use of local subcontractors and suppliers with whom we have developed professional relationships, enabling us to achieve high levels of ongoing service delivery, maintain our own service delivery to our clients, and provide socio-economic support to the communities where we deliver work.

In managing our supply chain, we actively seek to build enduring relationships, adopt a non-adversarial approach and create open and collaborative forms of work that deliver value for our clients and long-term opportunities for our business. It is always our intention to trade reasonably and in full cooperation with our subcontractors and suppliers. Our aim is to identify competent and like-minded organisations capable of fulfilling our expectations, particularly with regard to health, safety and environmental considerations and the commitments we make to our clients and other stakeholders.

When we have the opportunity to influence a project, we encourage the early involvement of our supply chain partners in developing economical and sustainable design solutions. Increasingly, we are providing information to our suppliers and subcontractors on our environmental expectations, particularly with regard to waste management. Site visits and other such informal audits of facilities are encouraged to develop a dialogue with suppliers and subcontractors that might further improve collaboration.

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We fulfil the requirements of our integrated management system for ensuring our contractors meet our obligations in both quality of service and health and safety. In addition, the use of local contractors also helps us manage our environmental impact by reducing travel, congestion, and the associated emissions.

### Environmental

Due to the nature of our business, environmental considerations are a key issue, and considered at all stages of service delivery. We fully recognise our responsibility to manage the impact of our activities on the environment and are committed to excellent environmental practice. This approach is supported by the rigorous implementation of our ISO 14001:2015 environmental management system.

Our managing director provides assistance and guidance in environmental matters, including the use of environmental aspects and impacts assessment and the maintenance of our legal register.

Waste management is of the utmost importance to us and we operate a reduce, reuse, recycle hierarchy, starting with careful selection, ordering and use of materials. We are committed to the development of our waste minimisation strategy. Wherever possible, we will use our influence with clients and their designers to improve the whole-life environmental performance to establish energy-efficient and sustainable solutions. This includes the specification and procurement of certified legal and sustainable materials. We are taking steps to measure some sources of CO<sub>2</sub> emissions that are easily quantified including:

- Electricity and gas usage in offices
- Recycling of printer cartridges
- Use and methods of transport
- Reducing embodied energy during service delivery
- Discuss quality, environmental and health and safety issues regularly at the highest levels of the company, and consult with our employees on all related matters

In the future, this information may be used to set targets for reduction.

### Communities

Chirmarn considers its role in local communities to be an integral part of the business and we are proud of the communities we both live and work in. We actively seek to:

- Employ local people
- Utilise local subcontractors and suppliers

### Human rights

Human rights are respected and championed by the company across our business, including our direct output and throughout our supply chain. Our commitment to promoting adherence to the Human Rights Act 1998 is outlined within our ethical trade policy, and we embed the Ethical Trading Initiative's Base Code throughout the organisation:

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- Employment is freely chosen
- Freedom of association and the right to collective bargaining are respected
- Working conditions are safe and hygienic
- Child labour shall not be used
- Living wages are paid
- Working hours are not excessive
- No discrimination is practised
- Regular employment is provided
- No harsh or inhumane treatment is allowed

These principles form the foundation of our efforts to ensure that all people under our employment and those we work with are treated with fairness, dignity and respect. As such, we maintain robust arrangements to ensure that our supply chain is aligned to the same objectives, and that we never work with companies who are in violation of the Human Rights Act 1998.