



Introduction

Shed Grounds Maintenance Ltd acknowledge that running our business influences society. We have a responsibility to our clients, our employees and contractors as well as the broader community in which we operate.

We are committed to taking responsibility for our actions and encourage a positive contribution towards improving standards for our clients and employees, minimising our impact on the environment and improving the quality of the local community.

By putting CSR into practice, we are committed, wherever possible, to:

- Conducting ourselves responsibly and in an ethical manner
- Creating a positive and supportive working environment
- Supporting local communities
- Improving service levels to clients
- Acting fairly in our dealings with suppliers and other third parties
- Minimising the impact on our environment.

Communication

We communicate this policy to our staff, clients and other stakeholders by means of our website, publicity materials, and internal memos.

We provide our staff with training on our CSR strategy and this policy and seek to raise awareness of any negative impacts of our business and methods to reduce them.

Responsibility and review

The Managing Director has overall responsibility for our CSR strategy and for implementing this policy. He/she has a key role in ensuring the systems and controls we have in place are effective.

All members of staff have a role to play in complying with our CSR objectives and are encouraged to make further suggestions in relation to initiatives we could undertake. If anyone has a suggestion, they should contact Managing Director

We are fully committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, in accordance with our *Whistleblowing Policy*, we actively encourage all staff members who have serious concerns about any real or perceived departure from the high ethical standard that we set to voice those concerns openly. Our *Whistleblowing Policy* can be found in *Staff Handbook*.

We are committed to ensuring our policy remains effective. As part of our ongoing commitment, this policy is reviewed at least annually to verify its effective operation. Records of the reviews are maintained, and any necessary amendments are made to the policy, as appropriate.

Our CSR principles

Our conduct

We aim to adopt the highest professional standards and not to act in such a way as to compromise our firm's integrity.

We actively promote respect between our staff members in their dealings with each other and with clients and other third parties.



Our working environment

Shed Grounds Maintenance Ltd is committed to responsible practices in the area of human rights and working conditions.

This policy confirms our commitment to respect fundamental rights and freedoms in accordance with The Human Rights Act 1998. Our support for these fundamental principles is reflected in our policies and practices regarding employees, suppliers, customers and the areas in which we operate.

Our Employees

We believe that our employees should be treated with respect and dignity and work in an environment that is free from harassment and unlawful discrimination. Our commitment to respect human rights is manifested in our Employee Handbook and HR Policies and procedures, specifically:

- We will not employ workers under the legal minimum age for work as stipulated by the Employment Act 2008.
- We will not make use of any forced labour or debt-bondage labour in accordance with the Modern Slavery Act 2015.
- We will not discriminate against any person based on their protected characteristics and will uphold Article 14 of the Human Rights Act 1998 in respect of protection from discrimination.
- Any disciplinary matter will be dealt with through formal procedures detailed in the Employee Handbook.
- Working time directives will be adhered to as per the Working Time Regulations 1998 with opt-out clauses publicised to staff.
- Wages paid for standard working hours will meet or exceed national minimum wage or living wage levels as appropriate.
- All employees should be able to work in an environment that is free from discrimination, victimisation, harassment, bullying and that all employees should be treated fairly and with dignity.
- There is a clear policy for dealing with grievances detailed in the Employee Handbook.

The Employee Handbook is periodically reviewed and amended where appropriate to ensure that it continues to reflect best practice and legal requirements. An external consultancy has been engaged to ensure the Company is updated as to any new legislation. Employees are expected to uphold these standards and are encouraged, via regular meetings, to raise issues and report suspected violations of applicable laws, regulations and policies.

Our community

In considering our impact on the community we have resolved to sponsor or otherwise support local charities.

We will allow members of staff time off work to enable them to carry out work in support of their chosen charity and to encourage dialogue with local communities and groups for mutual benefit.



Our clients

We are committed to delivering a high level of service to all our clients. We understand that our business exists in a very competitive market and to retain our clients we need to deliver a professional and courteous service.

Wherever possible, we take steps to promote equal opportunity in relation to access to the legal services that we provide. We take account of the diversity of the communities we serve to ensure that, subject to funding constraints, our services are accessible to all clients.

We have a Customer Care Policy which can be found in our Client Information Pack.

Suppliers

We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings with suppliers and other third parties. Our *Equality and Diversity Policy* can be found in our Client Information Pack.

We endeavour to enter into clear and fair contracts with our suppliers. We commit to the timely settlement of suppliers' invoices.

Wherever possible, we aim to support the local economy by contracting with local suppliers. We strive to promote adherence to Human Rights principles detailed above throughout our supply chain. We see our relationships with our suppliers as an opportunity to share best practice and through open communication, to promote mutual, continual learning and improvement with respect to human rights.

Environment

Through a commitment of continuous environmental improvement, Shed Grounds Maintenance's overall objective is to ensure that the business operation is undertaken in such a manner as to protect the environment, prevent pollution and to have minimal adverse impact. Specific operational objectives shall be established and regularly reviewed.

This commitment can best be delivered through the following;

- Ensuring that Shed Grounds Maintenance's compliance obligations (applicable legal and other requirements) and internal policies & procedures are complied with always;
- Improving the efficiency in the use of materials, energy and fuel;
- Setting measurable targets to help Shed Grounds Maintenance improve its environmental performance;
- Eliminate or reduce, as far as practicable, any actual or potentially adverse environmental impacts;
- Providing staff with sufficient training, instruction, information and supervision to develop and encourage environmental awareness;
- Adopt a purchasing policy which will give preference, as far as practical, to those products and services which cause least harm to the environment;
- Minimise the generation of waste, promote the use of sustainable resources and make use of all materials, supplies and energy according to the principles of 'Reduce – Re-use – Recycle'.



Corporate Social Responsibility Policy

'Reduce, Re-use or Recycle' is at the heart of everything we do. Our team are trained on the importance of managing waste and how to reduce it.

We are committed to behaving responsibly and to minimising our impact on the environment. We aim to minimise our impact on the environment by:

- Continuously investing in energy efficient vehicles, machinery and technology.
- Minimising waste and adopting sensible recycling policies in respect of the waste we remove from our client's sites, our paper, plastic and food consumption.
- Providing safe and comfortable working conditions.
- Encouraging staff to walk or cycle to work.
- Ensuring that electrical equipment and lights are off when not in use.
- Ensuring that heating is turned off or down outside office hours.
- Encouraging through our Driver Awareness Systems more efficient and environmentally friendly driving practices.
- Improve our technology in electronic reporting to reduce paper usage.

Shed Grounds Maintenance Directors have overall responsibility for all aspects of CSR within the business.

Peter Botham
Managing Director

Date: 4th January 2023
Date of next review: 4th January 2024