



meddings
GROUP

Business Conduct & Corporate Social Responsibility Policy

Kingsley Close, East Way, Lee Mill Industrial Estate,
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Overview

We acknowledge that running our business has an effect on society. In particular, 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, and both internal & external communications.

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

Our Managing Director has overall responsibility for our CSR strategy and for implementing this policy. He 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 the 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.

We are committed to ensuring our policy remains effective. As part of our ongoing commitment, this policy is reviewed at least annually to ensure that it remains up to date, compliant and relevant to the needs of the organisation and its clients, and to verify its effective operation.

Our CSR principles

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.

Working environment

We recognise that our staff are our most important resource. We actively seek to offer our staff a safe, positive, and healthy working environment and ensure that they have rewarding careers and job satisfaction. We also abide by all applicable health and safety laws.

We maintain an Employee Handbook, which sets out the rights and expectations of all members of staff.

We seek to ensure that all staff have access to the training they need both for their own development and to enable them to deliver a high-quality service. Our procedures in relation to training and development can be found within our Employee Handbook.

We consider all staff members to be equal and we aim to create a working environment which is free of unlawful discrimination. In this regard, we maintain an Equality & Diversity Policy, which can be found in our Employee Handbook.

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.

Customers

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

We endeavour to enter into clear and fair contracts with our customers, and to negotiate fairly and honestly.

We will maintain confidentiality with respect to all information and intellectual property provided by our customers.

Suppliers

We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings with suppliers and other third parties.

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

Wherever possible, we aim to support the local economy by contracting with local suppliers.

Environment

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

- Minimising waste and adopting sensible recycling policies in respect of our paper 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