CORPORTE AND SOCIAL RESPONSIBILITY (CSR) POLICY

NICHOLAS PARRISH - MANAGING DIRECTOR

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VERSION 6

CSR Policy

At Wightman & Parrish, we understand that we must respect the interests of all our stakeholders including; our people, our marketplace, our community and our environment. It is our responsibility to operate our business in a sustainable and responsible manner.

Our CSR company policy outlines our efforts to give something back and underpins everything we do as a business.

Our People

Protecting the rights of our employees is vital for the operation of business. We aim to:

* Provide a safe working environment in accordance with the British Standard ISO 45001
* Promote equality, diversity and inclusion
* Develop the skills of our employees
* Recognise and reward individual contributions
* Protect the human rights of our individual employees e.g. forced labour
* Provide a health and safety policies, carry out risk assessments and provide employees with relevant Health & Safety training in relation to their job role.
* Communicate with employees via our Health and Safety team so they can report any near misses or any improvement to safe working practices
* Develop the skills of our employees through induction and on the job training, role specific courses, coaching, appraisals and continual personal development
* Offer apprenticeships up to Masters level and work experience or supporting taster days at local schools
* Communicate to employees at quarterly Company updates meetings and post daily news via our HR system
* The company commits to pay its employees on time and has achieved National Living Wage status
* Provides a companywide performance related pay scheme, pension, company car and commission structure (role specific), and flexible working
* Use an employment consultant to ensure any HR issues or grievances are dealt with in accordance with employment law
* Provide free fruit to our operations employees, long term service awards and employee of the year award
* Annual company dinner and summer BBQ for employees and their partners. However, during the pandemic we have put a hold on this for safety reasons

Our Marketplace

We aim to build long term relationships with Clients and Suppliers alike by:

**Looking after Clients**

* Continually reviewing Client and Supplier processes in accordance with the British Standard ISO 9001
* Promoting the Intelligent Approach to Health and Hygiene, by looking at our Clients entire cleaning strategy to address their true cost of cleaning and reduce their waste
* Providing numerous ways for communicating with Clients
  + Client Managers whom manage the account and a Client Service Team who process orders and deal with queries and returns
  + Online chat
  + Blogs and case studies
  + LinkedIn and Twitter accounts
  + Manufacturer support and providing access to industry experts
* Aiming to be the most respected organisation in our marketplace

**Suppliers’ Standards**

* Maintaining professional relationships with our suppliers and carrying out supplier reviews at least annually in person and remotely regularly
* Ascertaining at Supplier reviews whether they adhere to the Modern Slavery Act 2015 and will only use Suppliers who operate in line with the Bribery Act 2010
* ISO Certifications, CSR Policy, Modern Slavery Statements are all requested from suppliers when we begin trading with them
* The company will continue to use local suppliers to reduce the environmental impact of trading. Currently 38 suppliers are located in the South East
* The company will continue to adhere to the Prompt Payment Code by paying suppliers on time, so as not to interrupt supply
* Supplier CSR policies are requested when new trade accounts are opened and during supplier data maintenance exercises
* We request contact details for sales, customer service, and accounts when we take on new suppliers. Phone numbers and email addresses are collected to ensure we can talk to appropriate people

Our Environment

We want to reduce our impact on the environment. To do this we endeavour to:

* Actively manage environmental impacts in accordance with the British Standard ISO 14001
* Continue to achieve scope 1 and scope 2 by offsetting our solar energy generation against the carbon emissions
* Source electricity which is 100% from renewable sources and create electricity using solar panel technology with the excess being fed back to National Grid
* Operate our business processes in a sustainable manner to minimise waste and maximise efficiencies
* Continue to achieve Zero Waste to Landfill status
* Continue to achieve WaterWise Checkmark for Offices and promote saving water to our employees through signage around the premises
* Monitor the waste produced as a result of the operation (see sustainability report). Where possible we will re-use, repair or recycle
* Record water usage and the company is committing to rain water harvesting for washing vehicles
* Use recycled plastic and cardboard for packing deliveries
* Donate furniture and equipment to local charities for re-use
* Install 100% LED lighting throughout the premises – Warehouse and Transport office is completed; the company is considering an office refurbishment and this will be part of the process to replace with LED
* Promoting electronic delivery notes, invoices, statements and payment by BACS

Office employees continue to work from home but the company will be review which roles can remain working at home and those will can be a hybrid mix of home and office based. The goal again is to reduce our impact on the environment by reducing travel to work by considering investing a cycle to work scheme. We also:

* Encourage staff to walk, cycle and car share or use public transport to get to work if possible
* Encourage staff to use greener fuels in their personal vehicles if possible

Company vehicles including company hybrid cars and vans are sourced to continually reduce our carbon footprint. We are committed long-term to sourcing electric vehicles to be as energy efficient as possible.

Our Community

We will look to strengthen relationships by supporting activities of importance to the community. We will:

* Encourage employees to volunteer
* Look to support our marketplace with their fundraising activities where possible
* Support the community with initiatives and events
* Sponsorship of or monetary donations to: local charities, sports clubs, societies, youth groups, community centres, or anything else you feel appropriate.
* Support local charities etc. by fundraising or donating time i.e. staff participation in volunteering days.
* Supporting the surrounding community by employing local people, providing apprenticeships, and talks at schools, providing work experience.