

# **Corporate Social Responsibility Policy**

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## **Certsure Corporate Social Responsibility Policy**

At Certsure LLP, we recognise the importance of integrating our business values and operations to meet the expectations of our stakeholders. These include customers, employees, shareholders, suppliers, statutory authorities and the communities in which we operate. Our aspiration is to be considered a 'good citizen' by all.

As a certification body in the building services industry, we were born out of partnership between the charity, Electrical Safety First and the trade association, Electrical Contractors' Association (ECA). We run the largest competent persons scheme in the electrical and building services industry and a range of other approval schemes under our NICEIC and ELECSA brands. Certsure LLP has over 36,000 registered contractors across its schemes completing over a million domestic electrical installation jobs a year. We are committed to raising technical and safety standards and are an advocate of consumer rights.

We recognise that our social, economic and environmental responsibilities to these stakeholders are essential to our business. We aim to demonstrate these responsibilities through our coordinated activities and within our corporate policies. We aspire to balance the interests of all our stakeholders so that our reputation is associated with positive, enlightened and innovative ideas and actions.

We are open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.

Certsure LLP maintains relevant policies and procedures in addition to its Corporate Social Responsibility Policy, and generally in accordance with good business practice to demonstrate that Certsure LLP operates its business in a manner that meets or exceeds the ethical, legal, commercial and public expectations that society has of business.

The Managing Director is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance on this policy rests with all employees throughout the business.

This policy will be monitored periodically by Certsure LLP to judge its effectiveness and will also be updated in accordance with changes in the law. This policy is non-contractual and therefore may be amended at any time.

For further information on this policy, please contact Frances Barnes, People Director.



**We focus our corporate social responsibility (CSR) activities in the following key areas:**

**Employees**

- We operate an equal opportunities policy for all our existing and potential future employees. We offer our employees clear and fair terms of employment and provide training and resources to enable their continual development.
- We maintain a clear and fair employee remuneration policy and maintain forums for employee consultation and business involvement.
- We respect the right of our employees to choose whether to join our recognised trade union, Prospect, without influence or interference from management.
- We provide safeguards to ensure that all our employees, regardless of age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership, are treated with dignity and respect, and without sexual, physical or mental harassment. We operate policies that recognise the rewards to be gained from the employment of a diverse workforce.
- We do not employ child labour nor do we condone it. Furthermore, our suppliers are obliged to take the appropriate measures to ensure that no child labour (legally or illegally) occurs at the suppliers' and their sub-contractors' places of production.
- We have formal grievance procedures through which staff can raise personal and work-related issues.
- We recognise the right to freedom of movement and will respond appropriately and within current legislative requirements to people who exercise their right to free movement for work purposes.
- We recognise that human rights are the basic rights and freedoms that every person should be entitled to and have policies in place to help protect employees in the workplace in accordance with employment legislation. These policies include but are not limited to the Dignity at Work Policy, Grievance Policy and Equal Opportunities Policy.

**Business Ethics and Anti-Bribery**

- Our employees are required to comply with all laws governing Certsure's operations and conduct business in accordance with the highest ethical standards. We have a Business Ethics and Anti-Bribery Policy in place to ensure compliance.



- Employees dealing with contractors, consultants, suppliers, customers and other persons having business with Certsure LLP, are required to conduct such activities in the best interests of the company without favour or preference.
- We prohibit the offering, the giving, the solicitation or the acceptance of any bribe whether cash or other inducement to or from any person or company wherever they are situated.

### Customers

- We strive to deliver an excellent service to our customers by providing high-quality products and services and the best possible customer experience.
- We will register and resolve customer complaints in accordance with our Complaint Procedures.

### Suppliers

- We aim to work actively with our suppliers who commit to our values, especially in reference to fair employment and good environmental practice.
- We shall encourage suppliers and contractors to adopt responsible business policies and practices.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguard against unfair business practices.
- The Modern Slavery Act 2015 states that any commercial organisation who meets specific criteria must produce an annual slavery and human trafficking statement, outlining the measures taken to prevent slavery and human trafficking within their supply chain. Whilst Certsure LLP does not meet the criterion which necessitates the production of an annual slavery and human trafficking statement, we share the same ethos as that outlined within the Act and are committed to ethical procurement and transparency within our supply chain. We take our responsibilities seriously and will work closely with our UK based suppliers to ensure our supply chain remains free of slavery and human trafficking.

### Health & Safety

- The health, safety and welfare of our employees and those people that work with and interact around us wherever we operate, is of utmost importance. We provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety Policy and continually improve our systems of work to ensure the on-going safety of our employees.
- As a minimum we will comply with all relevant legislation but will seek to enhance the work experience of our employees through training, development, strong communications, participation and involvement.



- As a significant part of Certsure LLP's business involves employees driving in all areas of the UK, including suburban and residential areas, it is essential to raise awareness and encourage safe driving disciplines amongst our workforce. We do so through supporting educational initiatives such as 'Road Safety Week' delivered by the safety charity 'Brake'.
- We ensure a high level of business performance while minimising and effectively managing risk ensuring that we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders.
- We operate a system of internal control and risk management and regularly review its effectiveness.

## Environment

- We recognise the importance of understanding the environmental impact of our business activities and are committed to reducing these through effective environmental management.
- We have an Environmental Policy and objectives are set as part of the business planning cycle.
- We will ensure compliance with all applicable environmental law and regulations, and continuous improvement of our environmental management, within our business and on our clients' sites.
- We will work to minimise waste and to recycle wherever possible, in conjunction with local authorities and our approved waste carriers to achieve this.

## Community

- We support and encourage our employees to help local community organisation's and activities, and particularly with our employee chosen charities.
- We work with schools, colleges and educational bodies to assist young people in choosing their future careers, being an advocate for our industry.
- Representatives across the business take part in a range of activities with young people in the community, including work experience for school and university students, as well as encouraging our engineers to become involved in educational initiatives with young people in schools and colleges.





## GDPR and Data Protection

- We are committed to conducting our business in accordance with all relevant GDPR and Data Protection laws and regulations and in line with the highest standards of ethical conduct.
- We will comply with the relevant principles governing data protection as listed in our GDPR and Data Protection Policy. This policy sets out the expectations of our employees and third parties who we have business relationships with in relation to the collection, use, retention, transfer, disclosure and destruction of any Personal Data belonging to Certsure LLP.

