



CORPORATE SOCIAL RESPONSIBILITY (CSR)

We believe that corporate social responsibility (CSR) refers to the way a company manages and improves its social and environmental impact to generate value for both its shareholders and stakeholders by innovating its strategy, organisation and operations.

We can summarise our approach to Corporate Social Responsibility with three simple headings: People, Planet and Profit.

People

We employ over 1200 people and we are committed to offering them a rewarding and challenging workplace. We aim to become the Employer of choice demonstrated amongst other things, by current and past employees recommending the company as a great place to work.

Planet

We have committed to implement and maintain a robust Environmental Management System (EMS) compliant with BS8555 using the STEMS approach monitored by BSI Management Systems.

BS8555 is a British Standard that will help us improve our environmental performance. It is a fivephase approach to implementing an environmental management system (EMS) in line with ISO 14001 with a sixth phase available to meet the requirements of the European Eco-Management and Audit Scheme (EMAS).

Profit

We believe that a sustainable enterprise generates increased customer interest. The ethical conduct of our company directly influences the purchasing decisions of our customers. Being sustainable can also open up emerging markets to us, increasing our business opportunities. There is a 'buzz' phrase in business now that you can achieve the state of "doing well by doing good".