Corporate Social Responsibility Policy

Introduction

Corporate Social Responsibility (CSR) is the concept whereby organisations integrate social and environmental concerns into their business operations and into their interaction with their stakeholders on a voluntary basis. MD Building Services Ltd is committed to adopting best practice in this area.

We are fully committed to the principle of CSR and intend that CSR should become embedded, where appropriate, into our policies and practices, to the benefit of staff as well as the wider community. There is already much good work which could be classified as contributing to CSR taking place within our business and the policy and future strategy will build on this.

We aim to be recognised as an organisation that is transparent and ethical in all its dealings as well as making a positive contribution to the communities in which we operate. We are committed to the following core values in all aspects of our work, including the fulfilment of our social responsibility:

- Clear direction and strong leadership;
- Customer focus;
- Respect for people;
- Open communication;
- Working to deliver best value;
- Openness and transparency;
- Equality;
- Probity;
- Development of positive working relationships with others;
- Commitment to the highest ethical standards of public service; and
- Valuing and harnessing the diversity of our staff, suppliers, customers and the wider communities in which we serve.

CSR Strategies

We will achieve our corporate and social objectives by focusing on five key strategic areas:

- Equal Opportunities - maintaining and promoting our commitment to equal opportunities for all;
- Good Relations – We have developed and adopted a Good Relations Strategy. This will be reviewed annually and will be implemented and endorsed through a corporate action plan;
- Workplace – addressing the needs and aspirations of staff through the continuing development of diversity, work-life balance and health and wellbeing policies and initiatives;
- Community Impact – encouraging and assisting staff to greater involvement in team/individual projects in support of the wider community;
- Environment – further developing environmental management practices that minimise waste and maximise efficiencies.

Guiding Principles

We recognise that we must integrate our business values and operations to meet the expectations of our stakeholders. They include customers, employees, suppliers, the community and the environment.

We:

- Recognise that our social, economic and environmental responsibilities to these stakeholders are integral to business. We aim to demonstrate these responsibilities through our actions and within our corporate policies;
- Take seriously all feedback, complaints and compliments that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy;
- Shall be open and honest in communicating our policies, strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development;
- Will, where reasonable, make the necessary resources available to realise our corporate responsibilities. The responsibility for delivery lies with all employees;
- Are committed to working collaboratively with local partners to deliver long term sustainable developments which will help realise the potential of local people through our Social Inclusion strategy.

Partnership Focus

We shall/will:

- Strive to improve our environmental performance through implementation of sustainable development and environmental policies;
- Ensure a high level of business performance while minimising and effectively managing risk;
- Encourage dialogue with local communities for mutual benefit;
- Record and resolve customer complaints;
- Encourage our employees to help local community organisations and activities;
- Operate an equal opportunities policy for all present and potential future employees;
- Offer our employees clear and fair terms of employment and provide resources to enable their continued development;
- Maintain forums for employee consultation and business involvement;
- Provide safeguards to ensure that all employees are treated with respect;
- Provide, and strive to maintain, a clean, healthy and safe working environment;
- Uphold the values of honesty, partnership and fairness in our relationships with all stakeholders;
- Contracts with suppliers will clearly set out the agreed terms, conditions and the basis of our relationship.

Reporting

CSR activity undertaken by our staff will be reported to the Directors Monthly Management meeting. The CSR strategy will be reviewed annually. In addition, CSR activity will be publicised both through the internal newsletter, and externally as appropriate, through a variety of media.