

## Business Management System

### Section 1: Admin

# Part 12 – Social Responsibility Policy

Document Record		
Rev	Changes	Date
1	Original	1st September 2023
2	Review	28 <sup>th</sup> August 2024

## Corporate Social Responsibility

This company recognises its responsibility for the impact of our activities on our stakeholders. They include employees, customers, the community and the environment. We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.

The Director is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. Compliance with this policy will be continuously monitored at regular management meetings

The responsibility for our performance to this policy rests with all employees throughout the company. All Managers are responsible for ensuring that the principles set out in this policy are communicated to, understood and observed by all employees and for ensuring compliance in their area of responsibility. Employees who reasonably suspect that there has been a breach of this policy must report it to the Director.

### **1. CODE OF BUSINESS ETHICS**

This code applies to all of our operations and sets out the minimum standards which the Company expects from staff in their internal and external dealings with colleagues, customers, stakeholders and third parties.

#### 1.1 Basic Standards of Conduct

- We will conduct every aspect of our business with honesty, integrity and openness, respecting human rights and the interests of our employees, customers and third parties.  
We will respect the legitimate interests of third parties with whom we have dealings in the course of our business.  
We will maintain the highest standards of integrity - for example, we will not promise more than we can reasonably deliver or make commitment we cannot or do not intend to keep.

#### 1.2 Employees

This company

- is committed to creating and maintaining a clean, healthy and safe working environment for its employees
- will treat all its employees and job applicants in accordance with its Equal Opportunities Policy
- will strive to create a workplace in which there is mutual trust and respect and where every person feels responsible for the performance and reputation of our company
- will work towards achieving a diverse workforce, recruiting, employing and promoting employees only on the basis of objective criteria and the qualifications and abilities needed for the job to be performed will assist employees in realising their potential.

#### 1.3 Customers

This company is committed to providing safe, value for money, high quality, consistent and reliable services to our customers.

#### 1.4 Shareholders

This company will conduct its operations in accordance with the principles of good corporate practice,

#### 1.5 Business Partners

We aim to develop strong relationships with our stakeholders - customers, suppliers and others with whom we have dealings, based on mutual trust, understanding and respect.

In those dealings, we expect our partners to adhere to business principles consistent with our own, This company will conduct their operations in accordance with the principles of fair competition and applicable regulations.

#### 1.6 Compliance with Law

All Directors and staff will comply with the laws and regulations applicable wherever they do business. Appropriate training will be provided for employees as necessary.

#### 1.7 Business Integrity

No employee of the Company shall offer, give, seek or receive, either directly or indirectly, inducements

or other improper advantages for business or financial gain and no employee may offer, give, seek or receive any gift or payment which is, or could be construed as, such. If an employee is in any doubt as to whether he or she may accept an offer, that employee should discuss the issue with a Director.

Accounting and other records and supporting documents must accurately describe and reflect the nature of the underlying transactions.

We will not facilitate, support, tolerate or condone any form of money laundering.

#### 1.8 The Environment

This company is committed to making continuous improvement in the management of its environmental impact through our Environmental and Carbon Footprint policies.

#### 1.9 Community Involvement

This company strives to be a good corporate citizen and to fulfil our responsibilities to the societies and communities in which we operate.

#### 1.10 Conflicts of interest and confidentiality

This company respects the privacy of its employees, however all employees are expected to avoid personal activities and financial interests, which could conflict with their responsibilities to us.

Our employees must not seek gain for themselves or others through misuse of their positions or company property.

All actual and potential conflicts (including those arising from the activities or interests of close relatives or partners) should be disclosed to and discussed with a Director.

Information received by anyone in the course of his or her employment must not be used for personal gain or for any purpose other than that for which it was given.

Where information is confidential, that confidentiality must be respected.

## **2. HUMAN RIGHTS**

This company supports the principles of the United Nations Universal Declaration of Human Rights and will adhere to the following principles in respect of our staff:

- We will treat all employees fairly and honestly, regardless of where they work. All staff will have agreed terms and conditions in accordance with local law or practice and will be given appropriate job skills training.
- We will pay a fair wage reflecting local markets and conditions. We will always meet any national minimum wage. Working hours shall not be excessive. They shall comply with industry guidelines and national standards where they exist.
- We will not employ illegal child labour, forced or bonded labour, forced overtime or condone illegal child labour.
- We will abide by any non-discrimination laws.
- We will not use or condone the use of corporal punishment, mental or physical coercion or verbal abuse. We have disciplinary procedures for any member of staff whose conduct falls below the required standard.
- We have formal grievance procedures through which staff can raise personal and work-related issues.
- All staff will be given reasonable access to bathroom and rest facilities.

#### 2.1 Data Protection

We will comply with the relevant principles governing data protection in each country in which we operate.

## **3. CUSTOMERS**

We will

- act in accordance with fair business, marketing and advertising practices and take all reasonable steps to ensure the safety of our services
- respect the human rights of our customers
- provide transparent and effective procedures that address customer complaints and contribute to fair and timely resolution of disputes
- not make representations or omissions nor engage in any other practices that are deceptive, misleading or fraudulent
- respect customer privacy and provide protection for personal data in accordance with the relevant

#### **4. SUPPLIERS - ETHICAL PURCHASING POLICY**

We purchase goods and services required in the operation of our business and we also rely on a number of key suppliers for the delivery of subcontracted calibration services.

Good working relationships with our suppliers are therefore central to the success of our business. For this reason, we clearly state our purchasing policy as part of ensuring that our business standards are integrated throughout the supply chain.

We are committed to obtaining and retaining competitive calibration services and supplies while at the same time ensuring they are from sources which have not jeopardised human rights, safety or the environment.

We aim to develop strong relationships with our suppliers, based on mutual trust, understanding and respect.

We expect our suppliers to:

- Adhere to business principles consistent with our own.
- Ensure that their products and services are produced and delivered to comply with all legislation relevant to their business.
- Seek to maintain continuous improvement in their supply chain relationship with us.
- Ensure they adopt and implement acceptable safety, environmental, product quality, product stewardship, labour, human rights, social and legal standards in line with our own code and to ensure these issues are acceptably managed within the supply chain for any products supplied to us.
- We will seek to work with our key suppliers to:
- Develop long-term meaningful relations to the benefit of both parties.
- Improve the quality, environmental performance and sustainability of goods and services where this can be achieved to the benefit of both parties.

**Jamie Spinks, Director**



**28<sup>th</sup> August 2024**