



# **Corporate Social Responsibility Policy & Procedures**

Revision No	Approved By	Issue date	Next Review Date	Review Type
<b>New Document Issue 1</b>	W. Hodgson	05/02/2012	05/2/2013	Updates
<b>Issue 2</b>	J. Sayers	11/03/2013	01/03/2014	Name Change & Review
<b>Issue 3</b>	J. Sayers	27/02/2014	01/03/2015	2.5 change of sub-heading
<b>Issue 4</b>	J. Sayers	02/03/15	01/02/16	Annual Review
<b>Issue 5</b>	J. Sayers	02/02/16	02/02/17	Annual Review
<b>Issue 6</b>	J. Sayers	31/10/16	31/10/17	New logo Update
<b>Issue 7</b>	J. Sayers	17/11/17	17/11/18	Annual Review

<b>Signed:</b>	
<b>Name:</b>	J. Sayers
<b>Position:</b>	Managing Director
<b>Current Issue No:</b>	Issue 7
<b>Revised:</b>	17/11/2017
<b>Policy review date:</b>	17/11/2018

## Contents

### **1.0 Corporate Social Responsibility**

1.1 Policy Statement

### **2.0 Overview**

2.1 Commitment

2.2 Responsibilities

2.3 Communication

### **3.0 Core Subjects**

3.1 Human Rights

3.2 Labour Practices

3.3 The Environment

3.4 Fair Operating Practices

3.5 Consumer Issues

3.6 Community Involvement & Development

### **4.0 Review**

4.1 Progress & performance

## 1.0 Corporate Social Responsibility

### 1.1 Policy Statement

Hodgson Sayers Limited is committed to contributing to sustainable development by operating in a manner that is both sensitive and responsible, with regard to its legal obligations and according to relevant directives, regulations and codes of practice identified in BS ISO 26000:2010. Using these principals the company has developed its Corporate Social Responsibility Policy to ensure the company's employees, supply chain & stakeholders act responsibly & are aware of the company's responsibilities to society & the environment.

The seven guiding principles of social responsibility are as follows:-

- 1.1 Accountability
- 1.2 Transparency
- 1.3 Ethical behaviour
- 1.4 Respect for stakeholder interests
- 1.5 Respect for the rule of law
- 1.6 Respect for international norms of behaviour
- 1.7 Respect for human rights

We recognise that it is critical to measure our performance in relation to the society in which we operate & the potential impact our activities have on the environment.

We aim to promote socially responsible behaviour within the business & throughout our supply chain, in addition to engaging with stakeholders.

- Promoting business activity that brings simultaneous economic, social and environmental benefits
- Encouraging innovative approaches and continuing development and application of best practices
- Ensuring the best minimum levels of performance in areas such as health & safety, the environment and equal opportunities
- Creating a framework that facilitates business practices that balance profit and success with achievement of social and sustainability goals
- Taking an active part in supporting the local community and social causes.
- Continually promote ethical practices within our peer group.
- Operate in a transparent & fair manner at all times.

*Signed on behalf of the Managing Director*



**John Sayers**  
**Managing Director**

Date: 17/11/2017

Review Date: 17/11/2018

## 2.0 Overview

### 2.1 Commitment to Corporate Social Responsibility

Hodgson Sayers are committed to operating in a social responsible manner, the company recognises its position & impacts within the local community & environment & it's wider effect on the supply chain & sphere of influence within its peer group. Subsequently the company monitors all activities & promotes ethical governance. In light of this, the company is committed to raising awareness of social responsibility, including the principals, core subjects.

### 2.2 Responsibilities

Corporate social responsibility is an integral part of the business, the primary responsibility for implementing the policy lies with the managing director & senior management team, however all employee's within the company have an individual responsibility to adhere to the policy, procedures & play an active role in recognising & promoting our social, economic & environmental values.

As a means to actively promote & manage Corporate Social Responsibility, Hodgson Sayers have created a Social Value Committee to administer & communicate the day to day activities with feedback from all stakeholders to produce key performance indicators for Senior Management.

### 2.3 Communication

Hodgson Sayers actively promote engagement & good communications with the local community, its supply chain & stakeholders in order to support & advance social responsibility. We utilise various methods of interaction to encourage awareness within our organisation internally & externally these include stakeholder meetings, advertising, social media, social engagements, procurement documentation, feedback opportunities, product information & employee engagement.

### 3.0 Core Subjects

#### 3.1 Human Rights

Hodgson Sayers recognise & respect human rights, we are a responsible employer & exercise due diligence to identify, prevent & address impacts resulting from our activities.

By agreeing to become part of Hodgson Sayers supply chain, companies & individuals must establish that no child labour is used within its own supply chain.

#### Ethical Purchasing

Hodgson Sayers is committed to procuring its works, goods and services in an ethical and environmentally sensitive way, with proper regard to its commercial obligations, ensuring that suppliers deliver to agreed timescales, quality and cost.

Purchase of goods and services will be conducted according to the following principles:

- Research will be conducted to ensure a clear understanding of the risks associated with the purchase of goods and services, and purchasing decisions will include contingency and risk mitigation strategies.
- We also consider the logistics of delivering goods, to reduce both costs and emissions. The preference is to purchase within a 50 mile radius of our activities wherever possible.
- As far as possible, we ensure our suppliers are ethical, sensitive to the environment and operate within EU and UK legislation.
- Suppliers are able to demonstrate their ability to deliver continuous improvement and cost savings throughout the life of the contract.
- We work with our suppliers to procure environmentally responsible products, such as those containing recycled materials or components.
- We promote the use of natural resources from sustainable & managed sources.
- Whilst there is a limited choice of utility providers available to us, in choosing a supplier we consider environmental sustainability and energy generated via renewable sources.

We subcontract the provision of certain services to approved subcontractors. They agree to provide those services to our clients on behalf of and in our name. Whilst many of the above policies apply, supplier choice will be limited to those possessing the skills and competence to perform the services to a sufficiently high standard and based within reasonable proximity of the client.

Hodgson Sayers will not enter into any business arrangement with any person, company or organisation which fails to uphold the human rights of its workers or who breach the human rights of those affected by the organisation's activities.

#### Equality & Diversity

Hodgson Sayers policy is to provide employment equality to all, irrespective of gender, sexual orientation, marital status, pregnancy & maternity, age, colour, nationality, ethnic origin, political, religious beliefs and disabilities.

It is our policy to eliminate any form of direct or indirect discrimination, harassment or victimisation. To advance equality, equality of opportunity, foster good relations by tackling prejudice and promoting understanding.

Hodgson Sayers are opposed to all forms of unlawful and unfair discrimination.

We aim to ensure that no applicant or current employee receives less favourable treatment on the grounds of the above characteristics and encompassed within that aim is the expressed wish that all individuals are to be selected, promoted and treated on the basis of their relevant skills by merit and ability.

We recognise that the provision of equal opportunities in the workplace is good management practice.

Our Equality and Diversity Policy will help all those who work for us to develop their full potential and the expertise and resources of the workforce will be utilised fully to maximise the efficiency of the organisation.

We will ensure that adequate resources are made available to fulfil both objectives of the policy and our legal obligations under the equality legislation and associated codes of practice.

Our Policy is extended to incorporate the requirements of our clients.

It is Hodgson Sayers' duty to ensure equality and diversity characteristics as above are included within the high quality services we provide and that we act immediately to any associated events.

Furthermore, we monitor the composition of the workforce to ensure that this policy is effective. Arrangements to achieve this policy are included in the equality and diversity policy.

### **3.2 Labour Practices**

#### **Employment**

Hodgson Sayers are committed to ensuring that we provide a motivational, fulfilling and rewarding environment in which to work. We focus hard on recruiting and retaining the best people, recognising their achievements and rewarding their efforts.

We believe that much of our success can be attributed to the values that we hold and that are embedded throughout the organisation.

Hodgson Sayers' core values are as follows:

- To provide a first class, professional service to our clients and our prospects
- To be courteous, honest and behave with integrity at all times
- Always act wholeheartedly in the best interests of the company
- Have pace, ambition and teamwork as core principles
- To treat people with respect & eliminate discrimination
- To promote fairness inclusion & respect

Actions that we take to ensure that our colleagues remain motivated, fulfilled, rewarded and happy at Hodgson Sayers include the following:

We formally appraise all colleagues regularly with frequent informal reviews.

We hold regular weekly team meetings at which we appraise all colleagues of companywide news, developments, results and plans.

We share and celebrate success with financial rewards for team colleagues who generate business opportunities.

We incentivise employees to improve their own performance and the performance of the company.

We provide colleagues with a flexible pension scheme.

We provide anti-bullying mediation training.

### **Health & Safety**

It is Hodgson Sayers's duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all colleagues. This requires that regard is paid in particular to:

- Maintaining healthy and safe premises, as well as a healthy and safe working environment.
- Providing and maintaining safe systems at work.
- Providing health and safety information and training.
- Publishing and regularly updating a Company Safety Policy.
- Ensuring safety in the use of articles and substances.
- Conducting special risk assessments
- Providing information, training, instruction and supervision as is necessary to ensure the health and safety at work of all employees.
- Publishing our H&S manual.

### **Training & Development**

As part of the ongoing training & development of the workforce, all employees are provided with a company induction & undertake specific training needs analysis, to determine any skill or training gaps. In addition all employees & supply chain undertake site specific inductions which include information in relation to health, safety, environment & quality issues.

All employees are included within a comprehensive annual training programme based on their experience, qualifications, previous training and particular role in the company.

Personal advancement within the company is encouraged. Individual training plans & continued professional development plans are available for those employees who wish to advance within the company. The training needs of individuals are assessed annually and from this a revised training plan developed.

### **Apprentices**

We are committed to developing the next generation of employees, by promoting apprenticeships within our workforce. Hodgson Sayers operate an apprenticeship programme in conjunction with the CITB & NECC to promote the transfer of skills. Apprentice requirements are reviewed annually, to identify skill gaps & potential employment streams in order to establish yearly targets. We try where possible to recruit from the local area or within the areas in which we operate.

### **Living Wage**

Hodgson Sayers are the first company in the region from the construction sector to gain Living Wage Accreditation. Our commitment will see everyone working within the company regardless of whether they are permanent employees or third-party contractors and suppliers; receive a minimum hourly wage which is significantly higher than the national minimum wage.

The Living Wage is an hourly rate set independently and updated annually and is calculated according to the basic cost of living using the 'Minimum Income Standard' for the UK.

Decisions about what to include in this standard are set by the public; it is a social consensus about what people need to make ends meet.

We view it as a 'no-cost' option. It may involve us paying more initially, but the impact is that, long term, we save on recruitment and training costs as we retain our staff much longer. Likewise, when it does come to recruitment, we attract a better quality of staff. This all contributes massively to our desire to attain a reputation as an employer of choice.

The North East is a very community focused region and as such the management team is committed to contributing to the wellbeing of the people and communities from which we recruit. We are more than happy to offer The Living Wage as a minimum to our employees, as we know that well paid people have greater self-



worth and will be able to interact more positively within their environment, as well as to society. It is important to Hodgson Sayers that we play our part in enabling this to happen.

### **Be Fair Framework**

Hodgson Sayers have signed up to the CITB Be Fair Framework. The concept of working towards a fairer, more inclusive and respectable industry is something we are keen to support. We want to positively promote the CITB's key messages of Fairness – treating everyone equally - Inclusion – allowing people to be themselves and valuing their commitment - and Respect – maintaining an environment where individual ideas and concepts are respected.

## **3.3 The Environment**

### **ISO 14001:2004**

Hodgson Sayers has developed and implemented an environmental management system which has been accredited to ISO 14001 standard, in order to ensure the company's environmental policy; objectives and commitment to environmental improvements are consistently monitored, managed & achieved.

The Company's objective is to balance business objectives with the need to satisfy society's rising environmental aspirations.

Hodgson Sayers are committed to minimising the impact of its activities on the environment & to continually improve the management of environmental issues, by addressing the challenges that climate change present in the context of our operations & by complying with all relevant environmental legislation & any other requirements.

We will continue to assess the impact of our activities on the environment. We will develop yearly objectives & targets for improvement. We endeavour to encourage our employees, clients, suppliers & associates to adopt similar principals.

We recognise that our day to day activities may have an adverse impact on the environment if not managed appropriately. We have identified several objectives which reflect existing & potential issues that affect our operations.

These objectives are reviewed annually as part of our environmental management system.

- Minimise waste generated & improve recycling targets
- Reduce carbon footprint
- Upgrade technology to reduce resource consumption
- Continue to develop improvements to plant & equipment with a view to reduce emissions & fuel consumption
- Develop training programme in order to improve knowledge & increase awareness of environmental issues
- Promote & support good environmental practice throughout our supply chain
- Encourage new design & construction methods to encourage ecology & biodiversity

Details of the implementation of the objectives are included in the Environmental policy and system.

## **3.4 Fair Operating Practices**

### **Procurement**

Hodgson Sayers' procurement & purchasing is undertaken in a manner that encourages competition, and offers fair and objective evaluation of offers from all potential suppliers. We operate procurement practices that are transparent, auditable and fair. Our procurement process demonstrates that the approach taken to competition is rigorous, balanced and driven by service needs and market intelligence.

Our tender process is based on both quality and cost and is evaluated in a fair, objective, and structured manner that actively encourages competition. We actively encourage small & local organisations to participate in the procurement process.

#### **Business Ethics & Fair Pay**

Hodgson Sayers are committed to paying promptly & adopting an ethical stance within all its business operations. To reinforce our commitment we have signed up to the North East Institute to Business Ethics (NIBE) pledge thereby agreeing to:-

- Join with others to discuss the role and value of business ethics in society.
- Work with each other to transform our working environments to become places where ethics and community involvement are part of our everyday activity.
- Sign up to the Journal's Pay Fair campaign.

### **3.5 Consumer Issues**

#### **Data Protection**

Hodgson Sayers safeguard the security of its IT infrastructure as a priority to prevent business interruption or loss of important business information. The Company recognises our reliance on information held on computer systems, secure and reliable data storage and retrieval systems, and reliable electronic communications. We also recognise our obligations under current and proposed statutory regulations, and comply fully with the Data Protection Act.

#### **Customer Service, Complaints & Dispute Resolution**

Hodgson Sayers understand that excellence in customer service is at the forefront of customer satisfaction, we encourage clients to provide feedback to allow us to continuously improve the service & products we provide. We have a documented complaints procedure (CP08) in order to address any issues or concerns of our clients, all complaints are investigated, monitored & reviewed in order to identify trends which are addressed improve processes, procedures & performance.

#### **Sustainable Consumption**

Hodgson Sayers recently gained funding from Innovate UK to enter into a Knowledge Transfer Partnership (KTP) with Teesside University, working toward Building Information Modelling (BIM), which would incorporate the building refurbishment sector, we felt there was a definite requirement to service our existing and potential client needs, assisting them with product choice, whole life performance & sustainable consumption. The aim of the project is to create a bespoke Business Intelligence Platform that can be shared and practised by everyone in the company.

#### **Bribery & Anti-Corruption**

Hodgson Sayers Ltd, its director and management are committed to the prevention of bribery & corruption by those employed and associated with it. We are committed to carrying out business fairly, honestly and openly, with zero-tolerance.

### **3.6 Community Involvement & Development**

#### **Community Involvement**

We are proud to support our local community & provide assistance to our stakeholders; we have participated in a variety of community events & activities including sponsored activities, charity events, stakeholder engagement, supporting schools & colleges.

### **Education & Culture**

Hodgson Sayers actively promote & support education opportunities, through our developed apprenticeship scheme. We also actively engage with stakeholders to provide training & development opportunities for NEET groups. We have also established links to local schools to promote opportunities & to provide assistance & guidance to students. We have links to colleges & are actively working with Teesside University on a Knowledge Transfer Partnership.

### **Employment Creation & Skills**

Hodgson Sayers' preference is to utilise direct employment, rather than temporary work arrangements. We aim to provide full time employment to all apprentices on completion of their training. We have established links with our stakeholders & NEET groups to provide job opportunities & training for unemployed.

### **Technology Development & Access**

Hodgson Sayers is proud to support local community projects, as well as a range of deserving and charitable causes. We have provided assistance to a number of organisation providing updating IT equipment & technology to aid with leaning & technical advancement of skills for vulnerable social groups.

### **Health**

Hodgson Sayers continue to support organisations which promote health care. We have undertaken a number of initiatives to promote education, training & access to health care.

### **Social Investment**

We continue to support social investment in the following forms:

- Monetary and in kind contributions to local sports clubs, charity events, charitable organisations and community groups.
- Recycled materials donated to benefit charity organisations
- Donating services and materials to local community groups and organisations

## **4.0 Review**

Hodgson Sayers undertake regular reviews in order to monitor performance in relation to social responsibility. We measure & review our performance through key performance indicators against company objectives which are developed & set by senior management. Our policy is reviewed annually to incorporate changes and also reflect legislative changes or other prevailing circumstances.

We actively review:-

- Objectives & Targets
- Strategies & Processes
- Past Results
- Improvements
- Involvement