



## Corporate Social Responsibility Policy

Chigwell London Ltd is a socially and environmentally responsible business. We are a construction and maintenance related business that carries out works in reactive and planned maintenance maintaining the essential facilities for community citizenship in social housing.

Our activities have an impact on the environment, our people, the communities in which we operate, our customers and supply chain, the people who occupy our buildings and broader society.

We are accountable for ensuring we minimise that impact by approaching our business aims responsibly and by responding to the different concerns and demands of our stakeholders, while remaining profitable and competitive. This means conducting our activities according to rigorous ethical, professional and legal standards.

In this way, Chigwell London Ltd continues to deliver high-quality investment, development, design, construction, operational and management services that help ensure a sustainable built environment for future generations.

In all aspects of our responsibilities, we work closely with our employees, clients, suppliers and subcontractors. We strive to balance short-term and long-term interests as well as integrate economic, environmental and social considerations into our strategic decision-making. We are open-minded in dialogue with those who are affected by our operations and communicate with our stakeholders in a timely and effective manner. This statement provides the basis for managing our corporate social responsibilities and forms the starting point for developing and implementing our policies and procedures in this area.

### **Stakeholders: treating our employees, customers, supply chain and communities with respect**

Our people: we are committed to our employees

We recognise the need to be able to attract, recruit and retain employees with the potential, skills and experience necessary for the continued growth and development of our business. The commitments to our people are embodied, within the following:

- Health, safety and wellbeing – health and safety is a key priority for our business. We are committed to maintaining and continuously improving standards of occupational health and safety for all our employees, subcontractors and those affected by our activities including members of the public.



- Equality and diversity – we are committed to providing an inclusive working environment where all employees are treated with courtesy, dignity and respect and where everyone feels valued irrespective of gender, ethnicity, sexual orientation, disability or age. We are committed to the principle of equal opportunities in employment and ensuring that no applicant or employee receives less favourable treatment.
- Learning and development – we are committed to creating a learning culture and providing opportunities to ensure that our people are equipped with the skills and knowledge to maximise business effectiveness. We will also support our people in realising their potential while contributing to the development of the business and the achievement of its objectives.

### **Our customers: we strive to satisfy our customers**

We work in partnership with our customers to deliver quality projects on time, safely and with due regard to the environment. We will work with and support them in developing sustainable solutions to meet their needs.

### **Our communities: we promote good community relations**

By its very nature, new construction, refurbishment and management of buildings has an impact upon the local environment, the end users and the wider community. We take a proactive stance in ensuring that our work causes the minimum of disruption to our neighbours and their communities. We also aim to make a positive contribution by becoming involved with community initiatives and schemes, thereby promoting and enhancing good community relations.

### **Environment: acknowledging our responsibility to future generations**

#### **Environmental management: we strive to improve our environmental performance**

We take all responsible steps to manage our operations so as to minimise our environmental impact and promote good environmental practice. We acknowledge our responsibility to the natural environment and strive to minimise any negative impact from our operations.

### **Energy and resources: we will improve efficiency**



Climate change is one of the key environmental challenges our business faces and we are committed to regularly reviewing our business practices and performance to identify how we can reduce our requirements for energy, transport and water usage. We will also promote good practice in respect of recycling and waste minimisation. Where possible we will use alternative materials and methods to optimise the use of resources in collaboration with our clients and suppliers.

### **Innovation: we innovate to find balanced sustainable solutions**

Innovation is essential for the development of our business and for creating vibrant sustainable solutions in the built environment. We aim to stimulate sustainable solutions that balance economic, environmental and social issues.

We believe that by acting upon these commitments we are creating value for our customers, employees, shareholders and broader society.

**Dean Floyd**  
Managing Director

Date: **1<sup>st</sup> January 2018**