

Corporate Social Responsibility at SolutionsPT

Definition

Corporate social responsibility (CSR) is a concept whereby an organisation recognises that its business operations and processes may have an impact on social, economic, and environmental issues outside of the workplace. It also represents a commitment to ensuring and maintaining socially responsible behaviour in an organisation.

Purpose

We seek to sustain a business that is successful and respected in its ethical standing by our stakeholders. These include customers, clients, investors, partners, suppliers, and the community.

Statement from the organisation

We embrace the role our business plays on a day to day basis in contributing to a better society and will incorporate environmental and social concerns into our planning and operations by being:

- trustworthy: morality; truthfulness
- reliable: consistency, stability, dependable
- respectful: dignity, polite, understanding, privacy
- fair: accepting, equality, best practice
- careful: abiding by legislation, caring for others

Our Corporate Social Responsibility policy outlines our commitments and incorporates our core Values and RACER behaviours.

Policy

We are aware that the running of our business will, in many ways, affect our place of work, the community and the wider environment in which we operate. We believe that the way we run our business can and should make a positive difference in these areas and we aim to ensure that continued efforts are made to achieve that. We want to be a responsible business that meets the highest standards of ethics and professionalism.

Our corporate social responsibilities are identifiable in the following areas:

Environment

With regard to the business' impact upon the environment, we are committed, amongst other initiatives, to:

- efficient printing
- reducing the amount of waste produced by the business
- ensuring that water/electricity is used responsibly by our staff
- recycling materials as extensively as possible
- using technology to lessen the need for travel and reducing our carbon footprint
- using public transport wherever possible when travelling is unavoidable

Our company recognises the need to protect the natural environment. Keeping our environment clean and unpolluted is a benefit to all. We'll always follow best practices when recycling, disposing, and using chemical substances.

We have a formal Environmental Management System – ISO14001:2015. This policy ensures we aim to prevent pollution, minimise waste, promote recycling and, where possible, work with suppliers who themselves have sound environmental policies.

Charitable/community work

Our company is keen to support and become involved in community initiatives and charitable work. We do this in the form of sponsorship, fundraising and donations to national and local charities which may be suggested by our employees, and the funding of community projects. All money donated by employees through company charity initiatives will be matched by SolutionsPT. Our company will encourage its employees to volunteer and will provide 1 paid volunteer day per annum. Employees can volunteer through programmes organised internally or externally. Our company may sponsor volunteering events from other organisations. Every suggestion for charitable and community work will be welcomed and given due consideration.

Education

We recognise the importance of education in our community and supporting individuals during this process is key to advancement. We actively encourage our employees to take up training and development courses, usually funded by ourselves, and we offer a number of work experience placements and internships for students of local schools, FE colleges and Universities. In partnership with Universities and Apprenticeship providers we provide Apprenticeships from Level 3 to Masters through our Apprentice Academy. We actively work alongside Universities and Industry bodies to support STEM and other initiatives within educational settings.

Our employees

Involvement: We keep our employees fully informed of our policies and procedures and we encourage them to share their ideas with us on both internal processes affecting them, and the way our service is provided to customers/clients. We maintain an open and honest approach to all our communications and provide a mechanism through the TINYpulse platform for employees to submit suggestions which are considered in a monthly Management Meeting.

SolutionsPT holds Investors in People Gold Status. The gold standard is awarded to organisations operating at the highest level of people management practice. We are also a 3-star Best Company, independently surveyed on categories including; Leadership, Wellbeing, Giving something back, Personal growth, My manager, My company, My team and Fair deal.

Equal opportunities

We are committed to providing an environment of equal opportunities for all members of our workforce. No account of any of the protected characteristics set out in the Equality Act 2010 shall be taken to a detrimental effect in any decision involving recruitment, promotion, provision of facilities etc. See our Dignity and Respect Policy for more detail in this regard.

Customers

Through a consultative, knowledge-sharing partnership with customers we work with commitment, pride, and enthusiasm to deliver success and lifetime value in the solutions we apply and manage. We measure customer satisfaction through our Net Promoter Score (NPS) and use the results to gauge customer loyalty, satisfaction, and enthusiasm and improve our service and customer support.

SolutionsPT is committed to a program of quality assurance that conforms to the ISO9001:2015 standard. We seek to continually improve the effectiveness of this Quality Management System.

We hold the SafeContractor accreditation and our customers can be assured that we are committed to sustainable and ethical practices and comply with up-to-date health and safety standards.

Business partnerships

We will strive to engage with local suppliers and businesses where possible to meet the business' operational needs, in order to support businesses within our area and decrease our carbon footprint. We'll always conduct business with integrity and respect to human rights. We'll promote:

- Safety and fair dealing
- Respect toward the consumer or supplier
- Anti-bribery and anti-corruption practices

SolutionsPT is committed to acting ethically and with integrity in all its business dealings and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in its own business or in any of its supply chains.

The Modern Slavery Act 2015 is focused on tackling human trafficking and slavery, but also introduces an obligation on Companies to be more transparent in their dealings with supply chains. SolutionsPT is committed to meeting its obligations under the Act in both its business and supply chains. Going forward, SolutionsPT supplier contracts will include an explicit prohibition against the use of forced or trafficked labour. SolutionsPT expects its suppliers to hold their own suppliers to the same high standards.

In respect of our entire CSR initiative, we expect no lesser standards from our suppliers and business partners.

Ongoing commitment

We are fully committed to the principle of CSR and aim to ensure that no relevant policy decisions are made within the business, without first evaluating the potential CSR impact.