



**\*Note that this policy covers both Service Ceilings Limited t/a SCL Interiors & SCL Interiors (London) Limited\***

It is the aim of SCL to sustain a business that is successful and respected in its ethical standing by our interested parties. These include, customers, clients, regulators, suppliers and the community. We embrace the role our business plays on a day to day basis in contributing to a better society.

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.

Our corporate social responsibilities are identifiable in the following areas:

### **Safety**

The safety of all employees, supply chain, clients, the public and end users are our priority. Working in partnership with our external health and safety advisors – C&C Consulting Limited, the following points emphasise our commitment to:

- Aim to have no RIDDOR incidents
- Have trained Physical and Mental Health First Aid trained staff on all our projects.
- Educate trade contractors on current safety activities
- Initiate conversations relating to safe practices and production of site safety through the use of records and toolbox talks
- Exceed the expectations of our Clients and the industry in regard to safety performance

### **Environment**

Regarding Service Ceiling Limited's impact upon the environment, we are committed alongside our ISO 9001:14001 accreditation to:

- Reduce our carbon footprint
- Carry out efficient printing and photocopying
- Reduce the amount of waste produced by the business including our offices and our sites
- Ensure that water/electricity is used responsibly by our staff
- Recycle materials as extensively as possible
- Use technology to lessen the need for travel and promote virtual meetings wherever possible.

### **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, donations to national and local charities which may be suggested by our staff and the funding of community projects. Every consideration is given due consideration. This also forms part of our social value and s106 commitments to our Clients.

### **Training and Development**

SCL recognises that people are our most valuable asset and their performance is the key to the quality of service we provide. We actively encourage our employees to take up training courses, often funded by ourselves and we offer several work experience placements in partnership with local schools and colleges.



**Our people – involvement**

We keep our staff 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.

**Equal Opportunities**

We are committed to providing an environment of equal opportunities for all members of our workforce. No account of any of the protect characteristics set out in the Equality Act 2010 shall be taken to a detrimental effect in any decision involving recruitment, promotion, provision of facilities. Please refer to our Equalities, Diversity & Inclusion Policy MSP18 for more detail in this regard.

**Business Conduct**

As a business we focus on:

- Maintaining a strong and competent service
- Treating clients as mutual partners and working with sub-contractors, suppliers and our workforce fairly and ethically.

SCL’s reputation dictates a high level of quality, robust management systems and safe working environments. It is our goal to safely complete all projects on time, within budget and to the required quality. We operate a quality management system that is fully compliant with BS EN ISO 9001:2015, which is linked to the group business strategy and key performance indicators (KPIs)

**Supply Chain Management:**

SCL only employs suppliers and sub-contractors whose ethics and values are aligned to that of our own. We will maintain strong working relationships and standards by consistently meeting agreed payment terms and evaluating services provided. Early novation of each project management team, suppliers and sub-contractors guarantees clients that we operate with a common goal and a shared vision from the onset.

**Quality Satisfaction**

Through excellent planning, employing quality people, and a commitment to innovation and value engineering we understand, meet and exceed the needs and expectations of our clients and other interested parties.

**This policy will be reviewed annually in line unless there is a requirement for it to be reviewed earlier and the responsibility of this policy will be implemented by Directors.**

Signed: *[Signature]*

Name: *A. Dwyer*

Date: *7/8/23*

Position: *Director*