Corporate Social Responsibility Policy

At Certsure we recognise the importance of integrating our business values and operations to meet the expectations of our stakeholders. They include customers, employees, shareholders, suppliers, statutory authorities and the communities in which we operate. Our aspiration is to be considered a 'Good Citizen' by all.

We recognise that our social, economic and environmental responsibilities to these stakeholders are essential to our business. We aim to demonstrate these responsibilities through our coordinated activities and within our corporate policies. We aspire to balance the interests of all our stakeholders so that our reputation is associated with positive, enlightened and innovative ideas and actions.

We are open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development. As a certification body in the building services industry we were born out of partnership between the charity, Electrical Safety First and the trade association, Electrical Contractors' Association (ECA). We run the largest competent persons scheme in the electrical and building services industry and a range of other approval schemes under our NICEIC and ELECSA brands. Certsure has over 36,000 registered contractors across its schemes completing over a million domestic electrical installation jobs a year. We are committed to raising technical and safety standards and are an advocate of consumer rights.

The Chief Executive Officer is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance on this policy rests with all employees throughout the business.

We focus our CSR activities in the following key areas:

Employees

- We operate an equal opportunities policy for all present and potential future employees and offer our employees clear and fair terms of employment and provide resources to enable their continual development.

- We maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement.

- We respect the right of our employees to choose whether or not to join our recognised trade union, Prospect, without influence or interference from management.

- We provide safeguards to ensure that all employees of whatever nationality, colour, race, sexual orientation or religious belief are treated with respect and without sexual, physical or mental harassment, and operate polices that recognise the rewards to be obtained from the employment of a diverse workforce.

- We do not employ child labour nor condone it. Further, our Suppliers are obliged to take the appropriate measures to ensure that no child labour (legally or illegally) occurs at suppliers' and their sub-contractors' places of production.

- We have formal grievance procedures through which staff can raise personal and work-related issues.

Customers

- We strive to deliver excellent service to our customers providing high-quality products and services and the best possible customer experience.

- We will register and resolve customer complaints in accordance with our Complaint Procedures.

Suppliers

- We aim to work actively with our suppliers who commit to our values, especially in reference to fair employment and good environmental practice.

- We shall encourage suppliers and contractors to adopt responsible business policies and practices.

- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguard against unfair business practices.

Health & Safety

- The health, safety and welfare of our employees and those people that work with and interact around us wherever we operate, is of utmost importance. We provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy and continually improve our systems of work to ensure the on-going safety of our employees.

- As a minimum we will comply with all relevant legislation but will seek to enhance the work experience of our employees through training, development, strong communications, participation and involvement.

- As a significant part of Certsure's business involves employees driving in all areas of the UK, including suburban and residential areas, it is essential to raise awareness and encourage safe driving disciplines amongst our workforce. We do so through supporting educational initiatives such as 'Road Safety Week' delivered by the safety charity 'Brake'.

- We ensure a high level of business performance while minimising and effectively managing risk ensuring that we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders.

- We operate a system of internal control and risk management and regularly review its effectiveness.

Environment

- We recognise the importance of understanding the environmental impact of our business activities and are committed to reducing these through effective environmental management.

- We have an Environmental policy and objectives are set as part of the business planning cycle.

- We will ensure compliance with all applicable environmental law and regulations, and continuous improvement of our environmental management, within our business and on our clients' sites. We will work to minimise waste and to recycle wherever possible, in conjunction with local authorities and our approved waste carriers to achieve this.

Community

- We support and encourage our employees to help local community organisations and activities, particularly our employee chosen charities.

- We work with schools, colleges and educational bodies to assist young people in choosing their future careers, being an advocate for our industry.

- Representatives across the business take part in a range of activities with young people in the community, including work experience for school and university students, as well as encouraging our engineers to become involved in educational initiatives with young people in schools and colleges.

Data Protection

- We will comply with the relevant principles governing data protection as listed in our Data Protection Policy.

Certsure maintains relevant policies and procedures in addition to its Corporate Social Responsibility policy and generally in accordance with good business practice to demonstrate that Certsure operates its business in a manner that meets or exceeds the ethical, legal, commercial and public expectations that society has of business.

For further information on this policy please contact:

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