

## **Corporate Social Responsibility Policy**

### **1.0 Introduction**

At SovereignFM we recognise that our social, economic and environmental responsibilities are essential to our business and that we must integrate our business values and operations to meet the expectations of our customers, employees, suppliers, the community and the environment.

The world around us is constantly changing and we see corporate responsibility as a discipline that helps us to manage risks and maximise on the opportunities presented to us.

We are committed to ensuring that our business is conducted in all aspects according to rigorous ethical, professional and legal standards.

Our aim is to demonstrate these responsibilities through our actions and within our corporate policies and to focus our corporate social responsibility activities in the key impact areas outlined below:

### **1.1 Health & Safety**

We are committed to achieving continuous improvement in Health & Safety performance so that we provide a clean, healthy and safe working environment for our employees.

We provide thorough training in Health & Safety practices to minimise risk and reduce workplace accidents and we have adopted a culture that encourages employees to raise concerns about the workplace safety.

This is supported by our Health & Safety Policy and our accreditation to OHSAS 18001 (currently transitioning to ISO 45001), Safe Contractor, Contractors Health & Safety Assessment Scheme (CHAS), Contractor Plus and our membership of RoSPA.

### **1.2 Employees**

We acknowledge that our employees are the foundation to our success and we recognise that it is crucial to our business that we recruit, develop and retain the best employees. Therefore, we have developed a comprehensive training programme both in-house and external tailored to our business needs and to ensure the continual development of our staff.

We strive to deliver a fair employment environment offering our employees clear and fair terms of employment and provide resources and training to enable their continual development.

We operate an Equal Opportunities Policy for all present and future employees.

### **1.3 Clients**

SovereignFM takes its Customer Service obligations very seriously. We value our clients and we recognise that our business and livelihood depends on them, therefore we recognise the importance of providing a high quality level of service together with good value for money.

We will continually look to improve our services and effectiveness of response; we aim to resolve all enquiries promptly and efficiently thus ensuring continuity of service and customer satisfaction.

Our employees are responsible for ensuring that any contact with clients reflects professionalism, efficiency and honesty. We take seriously all feedback that we receive from clients and where possible maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.

We will acknowledge all complaints on the day which they are received and will deal with these efficiently and promptly giving a full response within 5 working days of the complaint being received.

Our commitment to our clients and best business practices is supported by our accreditation to BS EN ISO 9001.

### **1.4 Environment**

We care about the environment in all its forms and recognise that concern for the environment should be an integral and fundamental part of the business. We are aware that on occasions our operations may have an impact on the natural, human and built environment and it is our policy to minimise this impact.

Through our programme of planned preventative maintenance it is our aim to reduce energy consumption and achieve cost savings for our clients by:

- ensuring equipment and plant operates efficiently during its life span, this also reduces Health and safety risks and minimises environmental hazards;
- Recommending energy saving lighting for internal and external installations including the installation of intelligent control systems;
- Analyse results from building management systems, so that plant operating times can be adjusted if necessary.

Our commitment to our clients and best environmental practices is supported by our accreditation to ISO 14001.

**1.5 Suppliers:**

We shall encourage suppliers and contractors to adopt responsible business policies and practices especially in relation to health & safety, fair employment and the environment.

Sub-contractors undergo rigorous Health & Safety checks prior to inclusion on our approved supplier list.

We recognise the importance of the supply chain and we are committed to developing secure relationships based on mutual trust for mutual benefit.

**2.0 Responsibility:**

The Managing Director is responsible for the implementation of this policy and ensuring that resources are made available to meet our corporate responsibilities.



Stephen McKeown  
**Operations Director**

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