

# Pacy & Wheatley Construction

## Corporate and Social Responsibility

### Policy



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## Foreword

Throughout this document it is our intention to introduce our Corporate and Social Responsibility Policy and Strategy for 2010-2013.

Our CSR mission is ambitious: “To deliver effective services through the responsible and sustainable management of all our resources.” We are firm believers that operating sustainably is essential to delivering a successful service - We have a responsibility to the people who live, work and visit Leicestershire to boost our positive impacts while managing our negative impacts on the environment, local communities and economy. In doing so, we continue to earn our licence to operate whilst delivering efficiency savings. Meeting this responsibility means promoting and supporting an organisational culture where the instinctive course of action is the responsible course of action and we will report on our progress each year.

This Policy combined with our strategy supports our Equality and Diversity Policy that commits to delivering fair and responsive services alongside a diverse working culture and builds upon the achievements of our Environmental Policy. This brings environmental performance management into the framework with other existing plans, programmes and activities across the business. Examples of these include the Volunteers Programme that encourages closer relationships between the community and Staff, and our Responsible Procurement Plan that drives sustained employment opportunities in our supply chain.

The CSR Strategy ensures that we are well positioned to provide a coordinated response to the array of sustainability priorities defined in green policies and legislation from Central Government. The Strategy’s objectives are grouped into four priority areas and aimed at embedding sustainability in all of our activities.

Having a Corporate Social Responsibility Strategy is a logical next step for our company and it will become a natural part of our planning and performance management framework. It acts as an organisational ‘conscience’ and barometer of how we are delivering on our company objectives whilst balancing environmental, social and ethical issues.

## About Corporate and Social Responsibility

The terms Corporate Responsibility (CR), Corporate Social Responsibility (CSR) and Sustainable Development (SD) are all used by businesses and organisations to describe a broad agenda of issues that Central Government, law and society require organisations to consider as part of their core business, to influence strategic thinking, planning and corporate reporting.

At a high level, these 'issues' can be categorised under three 'pillars' of sustainability: environment, society and economy. In order to conduct business in a sustainable manner, these three themes – both singularly and in totality – must be given due consideration during company decision making so that, as an organisation, we can make informed decisions about the CSR/sustainability impact(s) of our actions. (Fig.1). Generally speaking Corporate Social Responsibility is the act of an organisation ensuring it is sustainable and responsible; being a “good corporate citizen”. The European Commission defines CSR as the “voluntary social and environmental practices of business, linked to their core activities, which go beyond companies’ existing legal obligations”. The World Business Council for sustainable development similarly states, “Corporate (social) responsibility is the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and our families as

well as of the local community and society at large.” Therefore a Corporate Social Responsibility strategy confirms an organisation’s commitment to being responsible and sustainable and to managing its practices in order to balance environmental, social, ethical and economic considerations.

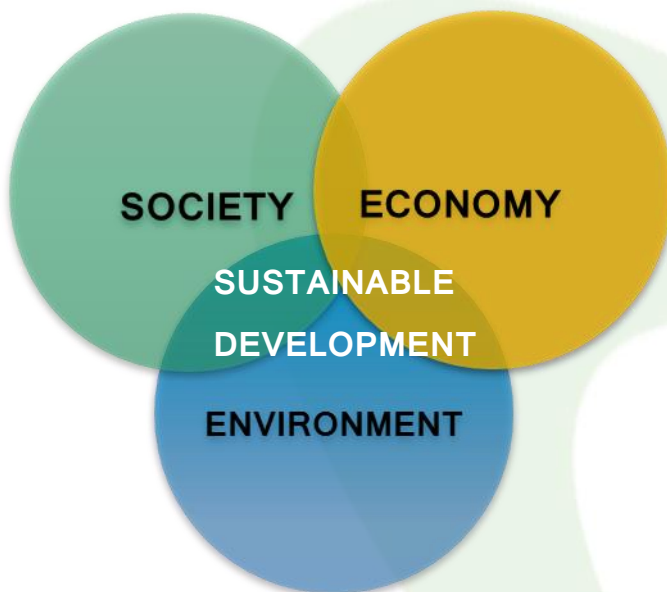


Fig 1: Themes of Sustainable Development

## Introduction to Pacy & Wheatley

Pacy & Wheatley Ltd established in 1968 enjoy a success synonymous with an Integrated Management System and Investors In People culture. Together with our highly professional and dedicated work force we continue to develop our position in this highly competitive market place. We are respected in specialist Health Care, Commercial and Education arenas, for our innovative approach to Off Site Construction employing Modern Methods of Construction.

### Pacy and Wheatley Corporate Objectives

Our overall organisational mission is 'To achieve tangible benefits by promoting efficiencies, productivity and professionalism'. Each year we review the long-term priorities of our company, the requirements of external stakeholders, our strategic outcomes and how we intend to meet, measure and monitor our success. This is described in an available, annually-updated CSR policy and Business Plan. The company works across boundaries, bringing different groups and teams together with a shared focus of delivering our strategic outcomes and supporting our CSR objectives:

STRATEGIC THEMES	STRATEGIC OUTCOMES
<b>Confidence</b>	<ul style="list-style-type: none"><li>• Raising community awareness, awards and ethical initiatives;</li><li>• Exchange of knowledge: best practice, networks, projects, and guidelines.</li></ul>
<b>Safety</b>	<ul style="list-style-type: none"><li>• Reducing health and safety risks that may spoil company image.</li></ul>
<b>Improvement</b>	<ul style="list-style-type: none"><li>• Providing the right service at the right price</li></ul>

## Values and Behaviours

Our organisational values and behaviours direct and define how we must work. They provide clarity to both staff and the general public about what is, and is not, acceptable and productive behaviour within our organisation. They provide parameters of behaviour that, when aspired to, will deliver quality service improvements as well as improving team working.

## Corporate and Social Responsibility Policy

**We are committed to balancing the company's economic sustainability alongside its social and environmental responsibilities. Our respect for people encompasses treatment of our own employees, our interaction with the communities in which we operate, and our management of the relationships with our clients, consultants and supply chain. Equally fundamental is the care we take as a business, to nurture and protect the natural environment. This means not just managing the environment impact of our business, but also the steps we take as an ethical business to minimise the effect of our day-to-day activities, such as the use of natural resources and management of waste.**

**Our established systems manage our activities and continually assess the consequences of our actions. Our integrated management system is independently certified to UKAS ISO 9001:2015 and ISO 1400:2015. This policy is the direct responsibility of the Managing Director and will be reviewed annually.**

## Health and Safety

The management of health and safety is considered to be a top level commitment fundamental to our operation. The director responsible for the health and safety policy is Anthony Wheatley. Our policy arrangements are supported by a management system and aims to protect all employees and anyone else that may be affected by our activities. Training on health and safety is provided for management and employees and enacted via our annual training plan approved by the managing director. A dedicated team of health and safety specialists is employed by our company provide support and advice to management and workforce on maintaining the highest level of health and safety standards and have the full support of the directors. Performance against specific health and safety objectives and targets is reported annually and includes statistical data on incidents. It is the company's aim to maintain these statistics well below the national average.



## Training and Development

The success of our business is directly related to the continual investment we make in the development of our people. On-going success can only be achieved through a commitment to attract, develop and retain the best. We aim to do this through our supportive environment that allows everyone to reach their full potential. To ensure we are all fully prepared to carry out our duties we work to a comprehensive training programme; many of its health, safety and environmental elements are mandatory. All employees have personal development plans covering performance, aspirations, opportunities and training needs.

## Communities

Pacy and Wheatley considers its role in local communities to be an integral part of the business and we are proud of the communities we both live and work in. We actively seek to:

- Employ local people and utilise local subcontractors and suppliers
- Become involved with local businesses and professional forums
- Support local volunteer groups, charities and events
- Build relationships with local schools and educational establishments

We communicate with local people through a variety of methods including newsletters, letter drops, personal visits and via our website. Our office provides financial support to selected local causes. Our employees are also often involved with local schools and universities, giving their time to promote sustainable communities and aid students' personal development. Employees help with guided office tours and project presentations and by hosting students and mentoring them in particular specialist areas of our business.

## Supply Chain

In managing our supply chain we actively seek to build enduring relationships, adopt a non-adversarial approach and create open and collaborative forms of work that deliver value for our clients and long term opportunities for our business. It is always our intention to trade reasonably and in full cooperation with our subcontractors and suppliers. Our aim is to identify competent and like-minded organisations capable of fulfilling our expectations, particularly with regards to health, safety and environmental considerations and the commitments we make to our clients and other stakeholders. When we have the opportunity to influence a project, we encourage the early involvement of our supply chain partners in developing economical and sustainable design solutions. Increasingly, we are providing information to our suppliers and subcontractors on our environmental expectations, particularly with



regard to waste management. Site visits and other such informal audits of facilities are encouraged to develop a dialogue with suppliers and subcontractors that might further improve collaboration.

## Environment

We fully recognise our responsibility to manage the impact of our activities on the environment and are committed to excellent environmental practice. We have a UKAS ISO 14001 accredited environmental management system. Our employees undergo on-going training in environmental efficiency and awareness. A full time, in house director provides assistance and guidance in environmental matters, including the use of environmental opportunity and risk assessment. Waste management is of the utmost importance to us and 100% of waste is diverted away from landfill, we operate a reduce, reuse, recycle hierarchy, starting with careful selection, ordering and use of materials. We are committed to the development of our waste minimisation strategy. Wherever possible, we will use our influence with clients and their designers to improve the whole-life environmental performance to establish energy-efficient and sustainable solutions. This includes the specification and procurement of certified legal and sustainable materials. We are taking steps to measure some sources of CO2 emissions that are easily quantified including:

- Electricity and gas usage in offices
- Recycling of printer cartridges
- Use and methods of transport
- Reducing embodied energy during deliveries
- Discuss quality, environmental and health & safety issues regularly at the highest levels of the company and consult with our employees on all related matters.

In the future, this information may be used to set targets for reduction.

**Signed**



**Date of Review:** 23/01/2019

**Next review:** 23/01/2020

**This policy will be reviewed every 12 months.**

## Pacy and Wheatley CSR Strategy

We have developed a CSR Strategy for 2010 to 2012 that reflects our current corporate objectives and the expectations of the public and communities, our employees, our partners and other significant stakeholders. It supports and links to existing, relevant organisational strategies, policies and plans in a framework that allows us to better performance-manage and report on our environmental, social and economic impacts. It applies to the whole of Pacy and Wheatley.

This strategy confirms our corporate responsibility to ensure that key CSR/sustainable development issues are managed within our organisation, to ensure the long term sustainability of the business. Pacy and Wheatley also recognises that by managing and improving the social, environmental and economic impacts of our day to day operations, there is opportunity to increase public confidence and satisfaction, increase safety and security, improve quality of service, and be efficient and effective.

### Our Four CSR Priority Areas



We have developed strategic objectives across these four priority areas; there are both CSR objectives that one might expect from any responsible organisation around, for example, waste management or carbon emissions, additionally there are CSR objectives that reflect the unique nature and impact of our core business – manufacturing textiles.

Many of the objectives reflect existing organisational strategies, objectives or policies. Use of these recognises that we are not starting CSR from a 'blank sheet'; rather that the organisation has already been managing its environmental, social and economic impacts in different ways and to varying degrees, just never before pulled together under one cohesive CSR strategy framework.

### Priority 1 – Our Staff

Developing a talented and diverse workforce that enhances our ability to manufacture effectively and respectfully.

PRIORITY 1 - OBJECTIVES	
<b>A</b>	Recruit based on the highest standards of merit, integrity, honesty and respect for diversity
<b>B</b>	Develop a workforce and working culture that demonstrates respect, openness and fairness, and encourages diversity and equality
<b>C</b>	Ensure high standards of health, safety and wellbeing for our staff
<b>D</b>	Build and foster an environment where our staff can excel in their performance and learn and develop in order to deliver a high quality of service to colleagues and the community

### Priority 2 – Engaging with the Community

Making a positive social, environmental, and economic difference to diverse communities through effective community engagement, delivery of policing activities and improving partnership working at all levels.

PRIORITY 2 - OBJECTIVES	
<b>A</b>	Build public confidence through improving engagement with our diverse communities
<b>B</b>	Improve service delivery in identified critical performance areas.
<b>C</b>	Work with partners to support and contribute to community projects that benefit communities – led by individuals, statutory, voluntary or third sector organisations.
<b>D</b>	Support vulnerable groups in our communities, such as young people, to increase employability chances.
<b>E</b>	Realise a positive impact upon local economy.
<b>F</b>	Provide sustainable employment opportunities and support local economies through our procurement spend and supply chain.

### Priority 3 – Our Environmental Impact

Minimise the negative impacts of our activities on the environment and reduce the effects of climate change whilst furthering our positive impacts

PRIORITY 3 - OBJECTIVES	
<b>A</b>	Manage our direct and indirect carbon emissions to reduce our impact upon climate change.
<b>B</b>	Manage waste sustainably by adopting the waste hierarchy (reducing, reusing and recycling waste prior to disposal) through our activities and management of our offices.
<b>C</b>	Support and enhance biodiversity and local environment quality by delivering initiatives to prevent wildlife crime.
<b>D</b>	Purchase sustainable products and services, and where appropriate develop and actively encourage our suppliers and their supply chains to do the same.

## Priority 4 – Our Organisation

Delivering an open and efficient service, demonstrating accountability, transparency, value for money and sustainability.

PRIORITY 4 - OBJECTIVES	
<b>A</b>	Deliver services that treat all our clients, customers and stakeholders fairly and with dignity and respect.
<b>B</b>	Ensure clients, customers and stakeholders have a representative voice in setting priorities and feeding back on their service experience.
<b>C</b>	Drive and maintain the highest standards of accountability, scrutiny, transparency and reporting, to assure clients, customers and stakeholders on the quality of our organisational management.
<b>D</b>	Discharge our fiduciary duty through the efficient, ethical and transparent management and use of all resources, delivering value for money.
<b>E</b>	Plan, deliver and operate a sustainable, adaptable estate that meets the needs of our staff, communities and the environment.
<b>F</b>	Positively influence suppliers to demonstrate high social and ethical standards and where appropriate, require the same from their supply chains.

## CSR Strategic Measurable Objectives

Corporate Social Responsibility at Pacy and Wheatley is governed at the highest level through our Management Board.

The Management Board scrutinises CSR performance via corporate social responsibility performance reports (by exception) on a quarterly or half-yearly basis to ensure that the Strategy drives sustainability improvements across the organisation, in line with corporate objectives. In addition to this, we also deliver an annual corporate responsibility performance report.

Lower-level, day-to-day governance of Corporate Social Responsibility continues to be delivered through the relevant existing governance arrangements across business groups – recognising that we already have mechanisms in place that manage our environmental, social and economic considerations. At the onset of the CSR Strategy, there is no foreseen plan to have an additional CSR working group or

'steering group'; however the requirement for any changes to governance will be regularly monitored.

Each year, an annual implementation plan for each priority area will be developed to deliver the corporate responsibility strategy and ultimately realise our mission.

Performance targets and indicators (KPIs) measure our progress. We take care to utilise existing, relevant implementation/action plans and performance management measures to avoid adding an extra, unnecessary layer of governance to the parts of our organisation that already manage our environmental, social or economic impacts.

The structure of the CSR strategy and its implementation is described in Fig. 4 right:

