



## Corporate Social Responsibility Policy

### 1.0 INTRODUCTION

The following policy applies to all of the operations of Compressed Air Solutions Ltd (CAS). The policy details the minimum standards which the Directors expect from all employees, in their internal and external dealings with all stakeholders including colleagues, customers, suppliers, communities and society as a whole.

Compressed Air Solutions will conduct every aspect of its business with integrity, honesty and openness; we will not make commitments we cannot keep, or promise to deliver more than we are reasonable capable of doing.

This policy sets out our overall aims, key activities and targets to continue our efforts in relation to CSR, and should be read in conjunction with the following policies:

- Sustainability Policy
- Environmental Policy
- Health and Safety Policy

### 2.0 STAKEHOLDERS

#### Customers:

- CAS is committed to providing products and services that are accessible, consistent, reliable, safe and value for money to customers
- CAS will address customer complaints in a timely and efficient manner, in accordance with the requirements of ISO 9001:2015
- CAS will respect the human rights of customers and customer privacy
- CAS will not make any representations, omissions or engage in any practise that is deceptive, misleading, fraudulent or unfair

#### Business Partners

- CAS aims to develop strong relationships based on mutual trust, understanding and respect with suppliers, stakeholders and any others with whom CAS has dealings
- CAS expects suppliers, stakeholders and any others with whom they have dealings, to adhere to the principles of trust, understanding and respect
- CAS will conduct operations in accordance with the principles of fair competition and applicable regulations

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**Business Integrity**

- CAS will not facilitate, support, tolerate or condone any form of money laundering
- CAS accounting and other records and supporting documents must accurately describe and reflect the nature of the underlying transactions
- CAS will endeavour to pay all suppliers in accordance with agreed terms
- No CAS employee shall offer, give, seek or receive (directly or indirectly), payments, gifts or any inducements, which may give improper advantages for business or financial gain. Should any CAS employee be in doubt as to whether they should accept an offer, that employee must discuss the issue with either of the Directors.
- CAS employees are not permitted, either during or after employment (except for the purpose of performing his duties or unless ordered to do so by a court) disclose or communicate any information of a secret or confidential nature (whether regarding the business, dealings, affairs, practice, accounts, finances, trading, software, know-how etc) of CAS; or any customer, prospective customer, supplier, prospective supplier; or any person or entity which shall have disclosed information to any member of CAS.

**Employees:**

- CAS is committed to providing and maintaining a safe and healthy working environment for its employees
- CAS will continually work towards creating a workplace in which there is mutual trust and respect and where every employee feels responsible for the performance and reputation of the company
- CAS will respect the rights, customs and traditions of all individuals
- CAS will continually work towards achieving a diverse workforce, recruiting, employing and promoting employees only on the basis of objective criteria and the qualifications and abilities needed for the job to be performed
- CAS will continually work towards maintaining good communications with employees by disseminating information and consulting with staff both electronically and by way of formal and informal meetings
- CAS will continually work towards helping all employees achieve their full potential by undertaking annual reviews and providing information, instruction, training and guidance

**Community**

CAS is continually looking to improve relationships with local communities by way of:

- Offering employment opportunities to all sectors of the community, using local businesses in recruitment processes

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- Encouraging volunteer work in community activities, with the Managing Director already actively involved with coaching at local sports clubs;
- Supporting local community groups, charities and schools by way of sponsorship and donations;
- Supporting employees' and customers efforts in fund raising for small scale projects and charities;

In 2020, the company provided funding for a digital score board for a local cricket club.

### **Compliance with the Law**

All CAS employees will comply with the laws and regulations that are applicable to the business. Relevant training will be provided to all employees as and when necessary.

### **3.0 SUSTAINABILITY**

Compressed Air Solutions Ltd is fully committed to promoting sustainability by meeting the needs of the present, without compromising the ability of future generations to meet their own needs.

Compressed Air Solutions Ltd will comply with all relevant legislation and look to establish processes and procedures to ensure continual improvements in sustainability performance. A full copy of the company's Sustainability Policy is available on request.

### **4.0 THE ENVIRONMENT**

Compressed Air Solutions Ltd is fully committed to carrying out its day to day operations in such a manner as to balance the requirements of operating efficiency with concern to minimise the impact of the business upon the environment.

Compressed Air Solutions Ltd will comply with all relevant legislation and look to establish processes and procedures to ensure continual improvement in environmental performance and pollution prevention. A full copy of the company's Environmental Policy is available on request.

### **5.0 HEALTH & SAFETY**

Compressed Air Solutions Ltd is fully committed to ensuring the health, safety and welfare of employees, subcontractors or any other persons who may be affected by company operations.

Compressed Air Solutions Ltd will comply with all relevant legislation, look to establish processes and procedures to ensure continual improvement in the management of health and safety and providing a safe working environment for all. A full copy of the company's Health and Safety Policy is available on request.

### **6.0 POLICY IMPLEMENTATION, REVIEW PROCEDURES AND TARGETS**

The operational and ultimate responsibility for the commitment to our CSR principles lies with the Directors of CAS Ltd. Every employee of CAS Ltd is expected to give their full co-operation to the above principles in their day to day activities. This policy will be communicated to all CAS Ltd employees and is available to all

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stakeholders on request.

The effectiveness of the policy will be reviewed on an annual basis, by the directors and senior management, to ensure continual improvement of business operations. Key performance indicators will take into account the following:

- Customers - Satisfaction and loyalty, renewed contracts

During 2020, 39 customers renewed their service contracts. There were 6 new service contracts secured. The Directors have set a renewal target for 2021 of 100% for service renewals. The company has continued to utilise Reference Line to review service provision and the company has retained a current rating of 9.5 out of 10 (since 2014).

- Employees – improved skills, reduced absenteeism and staff turnover

During 2020 the Management remained committed to improving the skills of the current work force, providing training via e-learning and specialist external training providers.

The company lost three members of staff during 2020. Staff absence due to illness decreased from 2019 and the company were able to retain the majority of staff by utilising the Governments furlough scheme at the height of the Coronavirus pandemic.

- Environmental Management - Waste reduction, reuse and recycling

The total amount of skips sent to landfill in 2020 was five in total. Three collections of hazardous waste were made by ENVA during 2020, a decrease from the previous year. The increased demand from customers for waste removal means the target for 2021 has increased to five hazardous waste collections; however, the vast majority of hazardous waste collected is recycled. There were no refrigerant gas collections from FSW in 2020.

Cardboard packaging is either reused by the business, other businesses operating on the industrial estate or recycled via a local waste recycle operator (Bakers). Waste paper, where possible, is either re-used for note paper or recycled via a local waste recycle operator (Bakers). During 2020 wooden pallets were either re-used by the business or distributed to other businesses on the industrial estate, for reuse.

Signed .....

Mark Scott, Managing Director, 15<sup>th</sup> June 2021

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