



Corporate Social Responsibility Policy

Introduction

Our company recognises that conducting its business in a way that minimises environmental impact, promotes positive interaction with the community and accords with sound ethical standards brings benefits to all concerned.

We are an underground Multi utility installations company with a broad range of operations stretching across the UK. As such, we are closely involved with many different clients and we endeavour to maintain a consistent approach that satisfies the legitimate interests of the people concerned. This applies whether we are working with them directly or if they are affected in any way by the results of our actions.

The prosperity of our business and of the communities with which we engage requires a long-term commitment to the sustainable management of our activities. We have made that commitment.

The commitment affects all areas of our business namely our people, our customers, our performance, our supply chain, our investors, our health, our safety and our environment.

Electron Services, operate to a management system that complies with ISO 14001:2004; OHSAS 18001:2007, ISO9001:2008 and provides the mechanisms to measure and continually improve performance in these areas.

Health & Safety

We are committed to achieving and maintaining the highest standards of health, safety, welfare and to delivering a continually improving performance. We shall provide a safe and healthy working environment by taking proactive measures to ensure the safe execution of all our work activities.

It is our policy that all our operations are performed at all times by qualified and competent employees and contractors.

The prevention of accidents involving personal injury and incidents of ill health or property damage is essential to the culture and operation of all our activities.

Our health, safety and welfare policy and associated procedures and documentation will be disseminated to all employees and contractors and will be reviewed on a regular basis and revised as appropriate.

Environment

We recognise that protection of the environment is an integral part of our business and are committed to undertake works in an environmentally responsible manner. We will comply with legislation, customer and other requirements that apply to our activities, products and services. We are committed to preventing pollution and aims to minimise the environmental impact of its activities This includes setting objectives and targets, implementing procedures to control activities and providing training to ensure that employees and contractors understand their environmental responsibilities.

We recognise our business activities make us an integral part of a wider society and that we have an ethical responsibility to take account of the economic, social and environmental impacts of the way we operate. We are committed to carrying out our activities in a manner that meets the needs of the present without compromising the quality of life of future generations and apply this principle to the way we do business. We are aware of the importance of making sustainable construction part of our core business strategy and actively work with our customers, employees and the local community to extract the maximum economic, social and environmental value from our activities whilst at the same time minimising any negative impacts our activities may have.



We recognise that climate change is an important issue facing our business and that we can play an important role in changing behaviours to address it. In order to use resources responsibly, we first seek to understand the impact of those materials on our projects and the environment. Our goal is to reduce our carbon footprint in line with Defra guidelines.

Waste generated from our office, depot and sites is streamed such that we are minimizing the amount going to landfill and encouraging reuse and recycling where possible. Specific arrangements are in place for the recycling of paper, cardboard, plastic, aluminium cans, batteries and office equipment. In addition, on sites, items arising from our construction activities including timber, metals, excavated spoil and hardcore are recycled.

We estimate 75% of our waste is recycled as a direct result of our segregation requirements and through agreements with waste transfer stations

People

Our people are the foundation of our success and we are committed to their well being and continual development. We fully support diversity, fairness and equal opportunities and fully support the right of all employees to work in an environment which is free of sexual or racial discrimination, either direct or indirect.

Our policies aim to ensure that there is no discrimination against employees or applicants on the basis of sex, marital status, sexual orientation, race, origin, religion, religious beliefs, political opinion, age or disability. We also recognise the problems that harassment can cause in the workplace and consider harassment of any employee for any reason as unacceptable.

We retain and attract employees by giving people the opportunity to receive front line experience in various aspects of our business. In support of good people-management practices, other initiatives have been implemented, including the enhancement of benefits available to employees.

Investors in People (IiP) is the national standard which sets a level of good practice for training and development of people to achieve business goals. It provides a framework for improving business performance and competitiveness through a planned approach to setting and communicating business objectives and developing people to meet these objectives.

Our learning and development strategy aims to develop highly skilled and multi-skilled people to their full potential, to meet the changing needs of the business. We will therefore ensure that all employees are trained to carry out their role and that they know what development and training programmes are available.

Customers

Our Vision is to build on our long term relationships and establish two way commitments by earning the trust of our customers. We continue our investment in our resources in order to maintain our position as a market leader.

Our Mission is to be a service provider of choice in the diverse markets in which we operate. We will continually work with our customers to understand their requirements and exceed their expectations. We will continue to develop and improve a strong innovative and economically sustainable business.

We are committed to being consistent in all our business dealings and to having the highest levels of professional and ethical standards. We will be open, honest and transparent in all our actions and recognize that success will only be achieved through the integrated teamwork of all parties involved.

We are committed to being proactive and will share our knowledge, experience and innovations with our customers in order to add value to the service at all times.



We operate a business management system that consistently provides products and services that meet customer and regulatory requirements. We monitor customer satisfaction and respond as necessary to maintain the highest standards of service.

Suppliers

Our supply chain has a major impact on the cost, quality, and delivery time of projects. We therefore have created and maintain a strong relationship with our key suppliers and contractors.

Our procurement is achieved in a clear and fair way, rewarding excellence through repeat business and ensuring payment on agreed terms. Our high standards for health and safety, environmental matters and community relations are communicated to the supply chain.

Community

We aim to engage fully with the groups, communities and individuals directly impacted by our work activities and to add value to the work that we do in creating and caring for infrastructure assets by delivering additional community benefits.

Our project people are expected to engage with the local communities in which they operate and to keep them fully informed of all issues which might affect them. Initiatives to bring added benefits to communities which we serve are implemented at every level in the organisation. We liaise with local emergency services, schools and local residents ahead of work beginning. Letter drops are then used to keep people up-to-date with potential disturbance.

Electron Services believes in contributing to the well-being of the communities in which it operates. We contribute to charitable events and recognise how important, the area and the people involved; and we offer support for employees to undertake sponsored activities.

Corporate Governance

It is important to retain a set of core values and standards for our business processes. How a business is run, its business ethics and the systems it uses to ensure good management are the foundation of effective delivery of corporate governance.

Governance not only includes obedience to the law but demands responsible behaviour and transparency. The reputation of the company and the trust and confidence of those with whom it deals are among its most vital resources, and the protection of these is of fundamental importance.

Our aim to do business with integrity aspiring to the highest standards and corrupt practices will not be tolerated.

Conclusion

We continue to evaluate, critically, all our governance and management systems to ensure their suitability for purpose. We ensure all terms of reference for the various committees are fully up to date so that both financial and non-financial performance is monitored effectively.

Our projects directly improve the lives of people and their communities. Understanding their expectations is critical to our future as a business.

A handwritten signature in blue ink, appearing to read 'K Kelly'.

Keith Kelly
Director
Jan 2015