



Corporate Responsibility Policy

calfordseaden LLP Calford Seaden (Health and Safety) Limited	Owner	Paul Miller
	Issued by	Chris Manser
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1. Corporate Social Responsibility Statement

- 1.1 calfordseaden takes corporate social responsibility very seriously and this is evidenced by such things as our commitment to Investors in People, our registration to BS EN ISO 14001 and more.
- 1.2 We operate for the benefit of our stakeholders/ clients, staff and the communities that we work within and as such we recognise and are committed to our responsibilities to them including our clients, suppliers and sub-consultants.
- 1.3 In order to ensure that we provide a framework for the delivery of our social responsibilities, the Partners meet regularly to review the delivery of our environmental and community commitments, as well as overseeing the wider strategy to achieve best practice in terms of corporate social responsibility.
- 1.4 calfordseaden believes that Corporate Social Responsibility issues are a matter for the Partners and Directors and that they should lead by example encouraging all staff to do the same. We believe our staff are an integral part of the success of the company delivering on our responsibilities to all stakeholders.
- 1.5 Not only do we support selected charities through direct means but our staff are also encouraged to offer their support through voluntary work as well as financial.
- 1.6 Our corporate social responsibility policy sets out the practice mission statement and a précis of our overall business plan. Within the policy we establish our commitment to staff development, continuing professional development, customer care, health and safety and environmental matters.
- 1.7 This policy is reviewed regularly and communicated to all staff.

2. Mission Statement

- 2.1 calfordseaden is an integrated, multi-disciplinary organisation that encompasses diverse skills and specialities to provide a comprehensive range of professional services to the UK building and construction industry.
- 2.2 We operate on a broad-based business platform that encompasses both public and private sector Clients to promote sustainable growth and stability. This enables us to continuously invest in the training of high calibre personnel and the upgrading of our technological capabilities, benefitting both our Clients and ourselves, and allowing us to remain in front of the latest developments in our industries.
- 2.3 We believe in providing value for money for our Clients, and pursue a flexible and innovative approach to the challenges we encounter on their behalf.

- 2.4 We are committed to ethical business practice in every aspect of our operations from our dealings with our customers to the way we manage our people, to respecting and mitigating the environmental impact of our projects.
- 2.5 We believe that the construction industry should as a whole take greater responsibility to ensure that all construction projects are carried out with a view to future as well as current needs. By specifying sustainable materials, whenever possible, and designing with modern methods of construction, we are convinced that the short term cost implications will be completely justified when evaluating Life Cycle Costings and the needs of future generations as well as securing better rental values etc.
- 2.6 We embrace innovative design and, through our Construction Design and Management (CDM) Principal Designers, actively encourage others to consider design for deconstruction as well as current requirements.

3. Business Plan

3.1 Our business plan embraces the following objectives:

- To maintain and improve upon current levels of Client satisfaction;
- To reduce the impact of our service on the environment;
- To reduce waste and increase recycling;
- To increase efficiency and ultimately profitability;
- To meet our turnover and profitability targets;
- To provide career progression, training and development to our staff;
- To establish new and develop further our associations with local colleges and universities to provide placement schemes and sponsorship arrangements;
- To provide new employment opportunities within our local communities;
- To provide an environment in which Partners and Staff can enjoy and obtain job satisfaction.

4. Employees

4.1 calfordseaden acknowledges that our most important asset are our Partners and employees and that investment in people is a fundamental part of our business philosophy. This commitment has enabled us to retain Partners and staff and attract new staff of the highest calibre. We are rightly proud of our staff retention rate which is clearly beneficial to maintaining continuity in the service provided.

5. Benefits

5.1 calfordseaden:

- offer clear and fair terms of employment and ensure that a considerable amount of time is spent on staff inductions;
- are flexible employers, enabling where possible, staff to work flexible hours to fit in with family responsibilities and outside commitments;
- arrange annual performance reviews, setting targets for employees on areas of improvement and discussing areas where additional training can be given;
- have an 'open door' policy whereby employees are able to communicate with them and discuss any concerns or issues;
- offer a 'no blame' culture;
- recognise employees who contribute to the practice and actively seek to promote within;
- are an Equal Opportunities Employer and will not tolerate discrimination of any description;
- give staff ownership and encourage input into practice procedures and efficient working methods;
- arrange regular staff activities for all staff to enjoy.

6. Staff Development

6.1 Staff development and training is a major part of the working philosophy. We encourage all staff to progress within their chosen fields and also to commit to training in other areas. We have a number of trainee employees who work with us on a part time basis whilst continuing with college/university courses.

7. Continuing Personal Development

7.1 calfordseaden encourages staff to further their careers and knowledge at every opportunity. We arrange in-house seminars for our staff where other members of staff, local businesses and industry professionals provide presentations on their chosen fields/products. This allows staff the opportunity to learn about innovative procedures and products which they can ultimately consider for the benefit of their individual schemes and Clients.

8. Health and Safety

8.1 calfordseaden is committed to achieving and maintaining high standards of Health and Safety and recognise that the health and safety of all employees and those within our control is essential.

8.2 Health and Safety is at the fore-front of all that we do. It is the most important aspect of our working lives and has an impact on the methodology of all processes. Our specialised Principal Designer/Adviser to Principal Designer service not only assess competency of contractors but provide internal Health and Safety advice.

9. Customer Care

9.1 calfordseaden believes that the quality of service to our customers is fundamental to our success. Good customer service is at the forefront of our service delivery. This is achieved by ensuring that experienced and trained staff are appointed to each commission. We believe that communication is fundamental to the success of any commission. Ensuring good lines of communication and keeping stakeholders informed at all times reduces concerns and sets deliverable standards from the start. Excellent communication and Client awareness provide certainty and reassurance to our Clients.

10. Continuous Improvement

10.1 calfordseaden is committed to a process of continuous improvement. We are constantly seeking ways to improve the quality of service provided to our Clients in every way. Our continuous improvement agenda applies to each and every aspect of our professional lives:

- Quality of service to the Clients, Stakeholders and End Users;
- More efficient working procedures;
- Reducing the impact of our service on our environment;
- Providing more support to the local community;
- In order to achieve the above, we set predetermined targets to enable a constant monitoring of our performance.

10.2 Many of our Clients score our performance by way of Key Performance Indicators, thereby enabling us to review our performance over a period of time and against the performance of other Companies within our field.

- 10.3 As part of the Continuous Improvement Agenda, we meet with Clients to obtain a critical review of our performance, seeking areas of concern and areas where the Client would benefit from improved working procedures. This affords our Clients the opportunity to speak freely also enabling a non-biased review to be performed.
- 10.4 We have developed over the years an excellent reputation for the design of high quality innovative development, which has proved to be highly successful, with somewhere in excess of 80% of our Clients returning to us for repeat business. We are continuously seeking ways to improve the overall quality of service provided and ultimately the overall quality of the end product.

11. Protecting the Environment

- 11.1 calfordseaden believes that through innovation, lateral thinking and embracing new technologies, the construction industry will continue to become more efficient and less obtrusive to the environment. We believe our industry should take greater responsibility for the impact we have on the environment.
- 11.2 calfordseaden is committed to the process of delivering sustainable communities. We believe that we have the opportunity to make positive changes and assist in the improvement of the communities we work in.
- 11.3 We have found that by enthusing our Clients with the benefits of modern methods of construction and the use of sustainable materials, we have contributed to our Client's awareness of sustainable issues.
- 11.4 calfordseaden looks to influence other consultants we work with to adopt our practices to provide an environmentally friendly service and end product.

12. Environmental Management

- 12.1 calfordseaden in our working procedures and practices, identifies areas where there is an unnecessary use of 'energy' and where we can amend our working practices to the benefit of the environment. We have listed a few:
- Staff awareness to switch off electrical equipment when not in use;
 - Use of recycled materials (paper);
 - Print only if necessary policy and we have established a contract for recycling of office waste paper;
 - Use of internet conferencing to reduce travel for meetings;
 - Telephone conferencing;
 - Influencing our Clients in their decision making process to use sustainable materials where possible;
 - Use of on-line marketing and promotion.

13. Amendments

Date	Section	Amendment
03/21		Reviewed and transferred to this new style.