
MURRAY & WILLIS

SPECIALIST REFURBISHMENT CONTRACTORS



Corporate Social Responsibility (CSR) Policy



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1. Purpose

We are committed to operating in accordance with the highest standards in terms of labour practices, human rights, impacts on society and product responsibility.

We recognise that we must integrate our business values and operations to meet the expectations of our partners. They include Clients, employees, suppliers, the local community and the Environment. Our CSR policy sets out the principles that we follow.

2. Scope

We shall conduct our business by following the principles set out below:

Our policy is to conduct business in a manner that ensures,

1. Fair treatment of all employees and clients
2. Transparency of our business policies and practices
3. High standard in all matters relating to health, safety and the environment
4. Ethical business practice throughout our operations including compliance with the Modern Slavery & Human Trafficking Act

Promote business activities that bring simultaneous economic, social and environmental benefits.

Encourage innovative approaches and continuing development and application of best practice:-

- We take seriously all feedback we receive from our partners and, where possible maintain an open dialogue to ensure that we fulfil the requirements set out in this policy. We will encourage two-way communication and seek the views of all concerned.

Ensure we have maximum levels of performance in areas such as health & safety, the environment and equal opportunities:-

- Our company is committed to a program of internal and external environmental initiatives. We currently work within ISO 14001.
- Our commitment is shown within our H & S Policy, Environmental Policy Action Plan and Sustainability Policy.

Encourage increased awareness, open constructive dialogue and trust:-

- We will value the principles of accountability, honesty and integrity in all aspects of our business. We shall be open and honest in communicating our targets, strategies and performance to all of our partners.

3. Customers

We will conduct our business relationships with integrity and courtesy; we will honour our trading commitments according to our principles as follows:

- We will ensure a high level of business performance while minimising risk, we will work in accordance with our Health and Safety Policy at all times.
- We will register and resolve any client issues in an efficient and timely manner to ensure high standards of service all in accordance with our ISO policy document ref IPQ01 Quality Policy within our Quality Manual ISO 9001.
- We will operate in a way that safeguards against unfair business practice
- We will treat client held information with respect and dispose of any such information upon completion in accordance with our Confidential Waste Policy

4. Staff

We actively involve our employees in our business activities. The company places a great deal of emphasis upon good communication – both formal and informal:

- Our contracts will clearly set out any agreed terms, conditions and the basis of our relationships with our employees as set out in our Company Handbook and the offer of employment.
- We are committed to complying with the Data Protection Principles, upon request any individual will be informed of the existence of their personnel data and will be given access to that data all in accordance with our Data Protection Policy.
- We will treat all employees and prospective employees with respect and always in accordance with our policies.
- We are committed to providing a continuous training and development plan for all of our employees.

5. Suppliers

All our Suppliers and Sub Contractors are required to adopt our “Sustainability Code for Suppliers and Sub Contractors”

- The aim of the code is to provide us with the relevant data to manage our supply chain and by encouraging our supply chain to sign up to the code to develop an understanding and promote sustainability in all aspects of our working environment.

The code is to cover the following areas:

- Environmental impact of your organisation (internal and external)
- Supply chain and market in which you operate and sustainability policies from your supply chain
- Social impact of your operation and involvement in the local community, charities etc.
- Employment practices to encourage and promote initiatives

All our Suppliers and Sub Contractors are required to ensure that they follow the “Modern Slavery and Human Trafficking Policy” (Modern Slavery Act 2015)

- Anti-Slavery Policy must reflect the commitment to acting ethically and with integrity to ensure that slavery and human trafficking is not taking place anywhere within the supply chains.

6. Communities and the Environment

- We will build relationships with our customers, suppliers and the local community and encourage our partners to consider the need of others and involve themselves in public service
- We will encourage our staff to involve themselves in activities that benefit communities both in the UK and abroad
- We are committed to making continuous improvement in the management of our environmental impact and will eliminate waste where possible and segregate as required.
- Social and environmental responsibility involves everyone. We aim to develop and implement social and environmental policies that will fit our partners everyday activities and responsibilities
- We will minimise our effect on the environment by sharing cars, using the train, making use of modern technology like conference calls etc.
- We will use electronic communication where possible for all aspects of our business

This policy will be updated and communicated to all where appropriate and adapted and altered to suit all changing situations.