

LM436 Corporate Social Responsibility Policy

OPENING STATEMENT

Line Management Group (LMG) recognises the importance of ethical and sustainable working practices in all business operations. We have identified our social, economic and environmental impact and believe that our Corporate Social Responsibility (CSR) Policy provides long term benefits to employees, contractors, clients and the community and aims:

- To protect human rights, promote fairness, equality, diversity and equal opportunities;
- To maintain positive relationships and continuously support employees, contractors and customers;
- To protect and preserve the environment;
- To support the community by partaking/volunteering in charitable events; and
- To integrate our CSR considerations into all our business decisions.

HUMAN RIGHTS, EQUALITY AND DIVERSITY

We are dedicated to protecting human rights and to working ethically and with integrity in all of our business relationships, ensuring that there is no modern slavery or human trafficking in our supply chain or in any part of our business. We have implemented and enforced effective systems and controls to ensure that our activities do not directly or indirectly violate human rights and to ensure that fair labour practices are in operation.

We are committed to promoting diversity, fairness and equal opportunities in all employment practices, policies and procedures. We operate a working environment free of harassment and bullying where everyone is treated with dignity and respect. To ensure that managers are adequately trained to promote these working practices, ongoing training is provided.

EMPLOYEES

We are committed to protecting the wellbeing and promoting the continuous development of our employees.

We provide all employees with a variety of platforms for ongoing personal and professional development.

Training and appraisal processes are in place to ensure regular feedback is given to employees to provide each individual with a clear understanding of their role and contribution to the business. We aim to involve and consult regularly with employees as to the direction of the Company through newsletters, quarterly business updates, monthly departmental meetings and annual seminars.

We operate rewards schemes to recognise employees for their performance, effort, contribution and achievements, including 'Employee of the Month' and 'Above and Beyond' awards.

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All employees have access to an Employee Assistance Programme (EAP) to help provide practical support and information on a range of everyday issues including work, family, relationships, money and health.

SUPPLIERS AND CONTRACTORS

We create and maintain strong relationships with key suppliers and contractors. We actively seek to partner with companies that share our ethos in relation to employment practices, quality and environmental controls.

CUSTOMERS

We aim to build long term relationships with our customers. We maintain a professional approach in the delivery of all services and operate to the highest ethical standards. We are proud of our ISO 9001 accreditation which demonstrates our commitment to customer satisfaction and quality.

BUSINESS ETHICS

We aim to do business fairly, ethically and in accordance with applicable laws that promote fair business operations. To ensure the effective prevention and detection of unethical, fraudulent or corrupt business practices we maintain Anti-Bribery, Conflict of Interest and Whistleblowing policies which are regularly reviewed and updated.

We expect the same ethical working practices from our contractors and all labour suppliers are required to complete enhanced vetting and onboarding processes. These processes are in place to ensure that poor working conditions and unlawfully low pay is eliminated from the workforce.

We continually review new initiatives to promote positive business ethics and are currently in the process of becoming a Living Wage accredited employer, with a target date of December 2020.

ENVIRONMENTAL

We are ISO 14001 accredited and actively promote environmental awareness across our business. We maintain an Aspects and Impacts register to actively monitor our environmental impact as a business and continue to take appropriate steps to reduce our impact, including setting environmental objectives and targets, implementing processes and providing training to employees. We encourage staff to seek and suggest initiatives via the Sustainability and Environmental Awareness section of our monthly newsletters.

We have the following processes, policies and schemes in place to improve our environmental performance and reduce negative impacts:

- Annual environmental awareness training is provided for all staff to widen the collective impact that can be made by changing habits and improving individual practices;

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- An employee Cycle to Work Scheme is in place to reduce individual carbon footprints at the same time as promoting personal wellbeing;
- Replacement of vehicles in the Company fleet to lower emission and electric vehicle options;
- Promotion of cleaner fuel types for all Company vehicles, reinforced by the installation of electric vehicle charging points at the Head Office;
- Installation of electronic signature software to reduce printing requirements and paper waste;
- Removal of all plastic cups from offices;
- Removal of all personal waste bins from offices in favour of communal recycling and waste disposal facilities; and
- Promotion of “Meat Free Mondays”, encouraged by providing free fruit and non-meat products in offices and raising awareness of the damaging environmental impact caused by animal agriculture.

COMMUNITY

We respect and recognise the need to engage with the local communities in which we operate, looking for new ways to promote relations and support the local labour market.

We have chosen to partner with a number of local apprenticeship providers to increase the recruitment of local workers in our offices. In addition, we operate ‘Local Labour’ policies on construction site projects, promoting the engagement of local workers. We also request that our suppliers and contractors operate similar policies where practicable.

We regularly provide sponsorship and donations to registered charities and, where possible, will support any staff-led initiatives. Charitable events are promoted via the monthly newsletter. We are particularly proud of our sponsorship of Thurrock Rugby Football Club - located near our Head Office - since 2009, representing a significant contribution to sporting provision in our local community.

RESEARCH AND DEVELOPMENT

We aim to continuously improve business operations and actively invest in Research and Development. A Suggestion Box is available on the Company Intranet to encourage all employees to submit ideas and suggestions.

EVIDENCE

We operate an open and transparent culture throughout the business, where employees are encouraged to share ideas and concerns. We provide various platforms for employees to communicate so that feedback can be passed quickly and effectively.

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The effectiveness of all initiatives is continuously monitored through the collection and review of KPIs, in accordance with our ISO 9001 and 14001 accreditations, which play a vital role in everyday operations.

Kathryn Rowe

Director

Dated and last reviewed: 25/08/2019