



## C ERISON SHOPFITTING LTD

### Corporate Responsibility Policy

**All that we do at C Erison Shopfitting is driven by our three defining principles...**

**Design** – Innovative ideas that become a reality

**Build** – Quality projects with stronger client relationships

**Deliver** – On time, every time

#### Introduction to Corporate Social Responsibility (CSR)

CSR refers to the way in which businesses regulate themselves in order to ensure that all of their activities positively affect society as a whole. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic and environmental impacts of what they do as a business. Businesses should meet, and aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, the company should ensure they carry out best practices anyway.

C Erison Shopfitting Ltd are committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

#### Overview:

C Erison Shopfitting is a forward thinking and innovative company that provides a quality interior fit out and shopfitting service across the United Kingdom and Europe. We provide our clients with a comprehensive service from the inception of a project through to its completion and have a dedicated and experienced team that will work in partnership with clients to ensure we deliver all expectations. We are always pro-active and innovative in our approach and look to overcome any obstacle put in our way with minimal impact to all involved and resolutely believe in our ability to deliver a consistently excellent service with quick response times, short fit out programmes, quality workmanship at a fair and reasonable price.

### **About us:**

- We have been trading since 2012 as C Erison Shopfitting Ltd.
- 100% of our work is shopfitting, leisure, retail and office fit out works.
- Our team has over 200 years' experience working on internal fit out projects.
- We currently work for clients such as H&M, Monki, COS, Arket, Next, Oasis, Warehouse, Mothercare, Homebase, Early Learning Centre, Gant, MDM Restaurants, Cords, Happy Socks, Mazella & Palmer and Daniel Wellington.
- We specialise in "Lean Build" to reduce wasted time and resources in all our schemes.
- We have a proven track record of delivering projects on time to a high-quality finish.
- We are proud of our excellent H&S record and are both Safe Contractor and CHAS accredited.

### **Looking After Customers:**

CES recognise that it is essential to look after your customers, to make sure that they have a positive and lasting impression of our business. Mutual trust and transparent dialogue are central to CES's core values. In order to continue to grow and develop a productive future with all our Business Partners, open honest feedback is the core principal to continuous improvement.

One of the Company's core values is to uphold responsible and fair business practices. It is committed to promoting and maintaining the highest level of ethical standards in relation to all of its business activities. Its reputation for maintaining lawful business practices is of paramount importance and to this end has a strictly enforced Bribery & Corruption policy to protect both clients and staff.

The company has an excellent H&S record and we work closely with our customers, employees, supply chain and H&S advisors, Saxon Safety, to ensure risks are minimised and where possible totally omitted. We are proud to be both Safe Contractor and CHAS accredited.

In terms of project delivery, we ensure that all projects are run efficiently and cost effectively in four keyways. A summary of these is below but a further document can be provided which goes into these and our "Lean Build" philosophy in more detail.

- a) A Personal Hands-On Approach – Dedicated line of contact for all customers.
- b) A Commitment To Lean Build – The omission of "waste," to ensure a more productive, safer and time efficient site.
- c) A Proven Supply Chain – We only use a tried and tested base of sub-contractors to ensure reliability.
- d) A Cost-Conscious Approach - All costs are regularly checked and vetted for competitiveness.

### **Employee Welfare:**

CES strongly believe in providing a safe, healthy and nurturing workplace for all our employees. We strongly believe that a supported happy workforce is a productive one. We abide by all Government guidelines with regards to rights at work, paying a fair living wage that meeting our workers' needs. Key policies / opportunities are detailed below:

- CES are an Equal Opportunities Employer. A copy of our Equal Opportunities Policy is available on request.
- We are CHAS & Safe Contractor approved. As part of this we ensure that all site staff are CSCS, asbestos trained and where necessary have the correct equipment training.
- All site management hold SMSTS and first aid certification which is reviewed and updated on a regular basis.
- Staff training and development is available for all members of staff. In the past few years we have supported our staff from simple excel training through to a master's degree.
- All staff are invited to take an active role in the future of the business. All personnel are invited to monthly progress meeting so that everyone can have an input on the companies direction.
- All direct employees are paid monthly and have access to a contributory pension scheme. No staff are paid below the recommended living wage.
- The company also offers all employees a profit share bonus scheme so that should the company perform at, or above expectations, all personnel receive an equal share.

### **Looking After The Supply Chain:**

To retain loyal and productive suppliers / sub-contractors, CES set out a strict approvals process. All sub-contractors are thoroughly vetted before being approved to work with CES. As a minimum, they are required to provide:

- Copies of all insurances.
- Copies of CHAS & Safe Contractor certification.
- Company registration documentation.
- VAT certificate.
- CIS documentation.
- 2 references from previous employers.
- H&S policy.
- Commitment to CSCS card scheme.
- Commitment to asbestos awareness scheme / accreditations.
- RAMS / COSHH documentation for each specific site.
- Agreement of our standard working policies.

Our commitment to them in return is threefold:

- I. To pay them on time, every time or give clear notice of any dispute so they have time to rectify prior to payment due date.
- II. To be fair and reasonable in all negotiations and not make unfair demands.
- III. To reward and support long standing suppliers to form symbiotic relationships for the benefit of all in the long term, not just the short term.

### **Protecting the Environment**

CES conduct all their operations in full compliance with UK & EU laws and regulations with regards to the environment.

It is our aim to actively mitigate our impact on climate change and air quality by:

- I. Continuous improvement in energy management and efficiency. Selecting energy sources and products responsibly in order to adopt a lower carbon footprint.
- II. Reduction or elimination of Greenhouse Gases and other air emissions that pose a hazard to the environment by again sourcing and utilising more efficient products / equipment.
- III. We continually monitor and enhance our waste removal procedures to minimise quantities going to landfill. Our target is 100% recycled waste on all sites.
- IV. CES promote the use of recycled or re-cyclable materials in all our construction projects. Items such as PVC, manmade synthetics and plastics are not typically used unless another solution is unavailable.
- V. Raw materials to be suitably sourced to minimise their impact on the environment. E.g. all timber used by CES is FSC certified to ensure the sustainability of our forests.

### **Community Engagement**

CES believe that as part of a forward-thinking modern business it is important to put back into the community.

- CES are proud sponsors of Bromsgrove Hockey Club. As well as supplying shirts for their U8, U10, U12 & U14 squads, they also help by undertaking small building project for them such as the construction of a new seated area by the pitch and a new entrance lobby to the clubhouse.
- CES are also proud to sponsor Locking Town FC. These are the MD's local football team and since our sponsorship have doubled in size and now run a junior section too.
- Colin Erison is also the inspirational leader behind the "Lockerz." They are a band made up of members of CES and Locking Park FC who have written and recorded 3 songs so far for charity.

### **Measurement / Benchmarking & Performance Evaluation**

Mutual trust and transparent dialogue are the only basis on which CES can continue to grow with all our Business Partners. Ultimately improvements in both our and their performance can only come with a consistent, open and honest review process.

Performance evaluation should be an ongoing process and not limited to tick box performance forms. The feedback for monitoring and assessing performance shall be obtained via (but not limited to) the following sources:

- Client feedback meetings / phone conferences (vary dependant on client)
- Client KPI information
- CES internal project review meetings (approximately 1 month post completion with whole team)
- Site audit reports undertaken by CMs on a weekly basis.
- SMs daily diary reports.
- CES staff feedback from bi-annual reviews.
- Sub-contractor reviews from bi-annual reviews.
- H&S consultant feedback (clients and our own)
- Feedback from site personnel.

The Company's Directors have overall responsibility for ensuring compliance with this Policy and will review its contents on a regular basis. They will be responsible for monitoring its effectiveness and will provide updates to Employees on any changes in policy, procedure or targets for the foreseeable future.