



## **P02 - CORPORATE & SOCIAL RESPONSIBILITY POLICY**

This Statement outlines how Howarth Litchfield (HL) takes account our economic, social and environmental impact in the way we operate our business. By demonstrating our commitment to Corporate Social Responsibility we aim to align our business values, purpose and strategy with the needs of our clients, while embedding such responsible and ethical principles into everything we do.

This Statement will cover our approach in dealing with clients, suppliers and the local community principles in an effort to support reducing our energy, procurement, transport, water use and other business usage to reduce our carbon footprint and environmental impact.

### **Environment**

Protection of the environment in which we live and operate is part of HL's values and principles and we consider it to be sound business practice. Care for the environment is one of our key responsibilities and an important part of the way in which we do business. This statement should be read in conjunction with our Environmental Policy and Management System in which we commit our company to:

- Complying with all relevant environmental legislation, regulations and approved codes of practice
- Protecting the environment by striving to prevent and minimise our contribution to pollution of land, air, and water
- Seeking to keep wastage to a minimum and maximise the efficient use of materials and resources
- Managing and disposing of all waste in a responsible manner
- Providing training for our staff so that we all work in accordance with this policy statement and within an environmentally aware culture
- Regularly communicating our environmental performance to our employees and other significant stakeholders
- Developing our management processes to ensure that environmental factors are considered during planning and implementation
- Monitoring and continuously improving our environmental performance.

The Directors will also ensure that our work with the local community involves:

- Working and supporting local and national charities
- Encouraging volunteer work in community activities
- Supporting local schools
- Undertaking voluntary business advisory services via professional bodies

The Directors will also ensure that we deal responsibly, openly and fairly with clients and potential clients by:

- Working and supporting local and national charities
- Encouraging volunteer work in community activities
- Supporting local schools



- Undertaking voluntary business advisory services via professional bodies
- Ensuring that all our advertising and documentation about the business and its activities are clear, informative, legal, decent, honest and truthful
- Being open and honest about our products and services and telling customers what they want to know, including what we do to be socially responsible
- We will avoid pressure selling techniques
- Ensuring that if something goes wrong we will acknowledge the problem and deal with it
- We will listen to our clients so that this can help us improve the products and services we offer to them
- Ensuring that we benchmark and evaluate what we do in order to constantly improve our competitive edge in the marketplace.

The Directors will also ensure that we deal responsibly, openly and fairly with suppliers by:

- Ensuring that we use local suppliers as much as possible
- That we will endeavour to pay on time
- Not expecting any discounts to have a detrimental effect on their business

The operational and ultimate responsibility for the commitment to our corporate social responsibility principles lies with the Directors; however every employee of HL is expected to give their full co-operation to the above principles in their activities at work.

The effectiveness of this Statement will be monitored and reviewed at least annually by the Directors to ensure the practices continuing compliance with any relevant legislation and to meet new business requirements and to identify areas in need of improvement. We will also ensure that all areas changes will be brought to the attention of employees as necessary.

Signed

on behalf of Howarth Litchfield

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Drafted by EB / Checked by JY