

IMS CERTIFICATION CORPORATE SOCIAL RESPONSIBILITY STATEMENT

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1. CORPORATE SOCIAL RESPONSIBILITY

- 1.1 The Management of IMS Certification firmly believes that the Company has a '*Corporate Social Responsibility*' to its Staff, Stakeholders, Environment and the Communities within which it operates.
- 1.2 This Corporate Social Responsibility (CSR) Statement underpins the various related policies and procedures defined by our company. It is consistent with the requirements of various ISO Standards against which the Company is certified and forms an integral part of our Integrated Management System (IMS).
- 1.3 Our Integrated Management System incorporates the main requirements of the International Standards listed below:
 - ▶ ISO 9001 - Quality Management Systems Standard;
 - ▶ ISO 14001 - Environmental Management Systems Standard;
 - ▶ ISO 27001 - Information Security Management Systems Standard;
 - ▶ OHSAS 18001 - Health and Safety Management Systems Standard;
 - ▶ IiP - Investors in People Standard.
- 1.4 As part of its commitment to Corporate Social Responsibility, the Company has set up a Staff Payroll Giving Scheme and is committed to supporting International Charities.
- 1.5 A copy of our CSR Statement is available to all our staff and is included within the IMS Company Policy Manual, which Management periodically, reviews and updates.

2. QUALITY POLICY

The Company is committed to operating and maintaining a programme of Quality Management and Control, which places Customer Care, Customer Satisfaction and Service Performance as its top priorities. IMS will endeavour to provide an acceptable level of quality control over its operations, reflecting the Company's commitment and competence to its Stakeholders, including Customers, Suppliers, Strategic Partners and Shareholders.

In implementing this Policy, the Company is committed to:

- ▶ Adhering to the requirements of the ISO Standards against which it is certified;
- ▶ Embracing the principles of the "Investors in People" (IiP) Standard;
- ▶ Regularly consulting with Customers in order to improve its Products / Services;
- ▶ Periodically reviewing its Management Systems, Policies and Procedures in order to improve its Products / Services.

Successful implementation and achievement of this policy involves all staff, who by taking responsibility for the quality of their work, contribute directly to the continual improvement of the work environment for all.

3. HEALTH & SAFETY POLICY

The Company regards the promotion of Health, Safety and Welfare Measures as a mutual objective for Management and Staff at all levels. It is Company Policy, so far as is reasonably practicable, to meet the requirements of relevant Health & Safety Legislation and promote further measures to provide and maintain a working environment, which is safe and without risk to health for Staff and Customers. Furthermore, the Company will ensure that persons not in its employment will not be exposed to risks to their Health or Safety that may arise from Company undertakings.

In implementing this Policy, the Company will:

- ▶ Comply with relevant legal requirements;
- ▶ Provide resources and competent technical advice as may be necessary to enable all staff to meet their Health and Safety responsibilities;
- ▶ Ensure staff recognise the need and accept their responsibility for Health & Safety in all undertakings within their areas of control;
- ▶ Minimise risks to staff and provide adequate information, instruction, training and supervision to ensure a safe and healthy work environment.

Successful implementation of this Policy requires commitment of everyone in the Company and acceptance by individual staff of their collective and individual responsibilities.

4. ENVIRONMENTAL POLICY

The Company regards the promotion of Environmental awareness as a mutual objective for Management and Staff at all levels. It is Company Policy, so far as is reasonably practicable, to meet the requirements of relevant Environmental Legislation and promote further measures to provide and maintain a working environment, which enables the Company to perform core functions with the minimum of environmental impact through a pro-active Environmental Policy. Furthermore, the Company will ensure that persons not in its employment will not be exposed to environmental risks that may arise from Company undertakings.

In implementing this policy, the Company will:

- ▶ Comply with relevant legal requirements;
- ▶ Reduce energy usage by implementing good house keeping practices;
- ▶ Source energy efficient equipment and reduce energy and resource usage;
- ▶ Encourage staff to travel to work by public transport or car-sharing wherever possible;
- ▶ Identify pollution potential and maintain appropriate control measures;
- ▶ Seek to minimise waste at source and maximise recycling;
- ▶ Train personnel to comply with these aims;
- ▶ Control aspects of its operations, including noise, odour, atmospheric emissions and traffic movements, which may impact on the surrounding community to the lowest practicable level.

5. PEOPLE POLICY

The Company regards People as its most important asset, and as such, will design and implement its People Policies to ensure they abide by current legal requirements and also meet the principles of the Investors in People Standard (IiP).

In implementing this policy, the Company is committed to:

- ▶ Complying with relevant legal requirements;
- ▶ Providing regular means of communication with its staff;
- ▶ Ensuring clear Human Resources / Personnel guidelines for its entire staff;
- ▶ Ensuring all Staff have the necessary Training and Skills required for their job roles;
- ▶ Providing regular Staff Appraisals;
- ▶ Ensuring Equal Opportunities for its entire staff within all its Policies and Procedures;
- ▶ Providing Flexible-Working to ensure a healthy work-life balance for its staff;
- ▶ Ensuring its premises has adequate disabled access.

6. INFORMATION SECURITY POLICY

The Company recognises that '*information*' takes many forms and includes data stored on computers, transmitted across networks, printed out or written on paper, sent by fax, email, stored on external drives or spoken in conversation and over the telephone.

The purpose of this policy is to protect the Company's information assets from all threats, whether internal or external, deliberate or accidental.

The objective of information security is to ensure business continuity and minimise damage by preventing and minimising the impact of security accidents.

In implementing this policy, the Company is committed to:

- ▶ Information will be protected against unauthorised access;
- ▶ Confidentiality of information will be assured;
- ▶ Integrity of information will be maintained;
- ▶ Regulatory and legislative requirements will be met;
- ▶ Business continuity plans will be produced, maintained and tested;
- ▶ Information Security training will be available to all staff;
- ▶ All breaches of Information Security, actual or suspected, will be reported to, and investigated by the appointed Information Security Manager.

7. EQUAL OPPORTUNITIES POLICY

The Company is an Equal Opportunities Employer and is committed to a policy of treating all its Staff, Job Applicants and Customers equally and fairly. All reasonable steps will be taken to employ, train and promote staff on the basis of their abilities and qualifications without regard to race, gender, culture, religion, colour, age, national origin, disability, or sexual orientation.

In implementing this Policy, the Company is committed to:

- ▶ Complying with relevant legal requirements covering Equal Opportunities;
- ▶ Upholding the principles of Equal Opportunities in all dealings with Staff, Customers, Suppliers and the general Public;
- ▶ Appointing, training, developing and promoting staff on the basis of merit and ability;
- ▶ Ensuring all Staff operate within the framework of Equal Opportunities;
- ▶ Ensuring Staff do not harass or intimidate other Staff members, Customers or Suppliers on the grounds of race, gender, culture, religion, colour, age, national origin, disability, or sexual orientation;
- ▶ Such behaviour will be treated as gross misconduct in accordance with the disciplinary procedures contained in the Company Policy Manual;
- ▶ Promoting better understanding of 'Diversity' issues as part of the Company's on-going commitment to Equal Opportunities.

8. CUSTOMER CARE POLICY

The Company is committed to operating and maintaining a programme of Quality Management and Control, which places Customer Care, Customer Satisfaction and Service Performance as its top priorities. The Company will endeavour to put Customers at the core of all its operations, procedures and controls. The Company acknowledges that without its Customers, it cannot exist, and therefore, Customer Care, Customer Satisfaction and Customer Feedback, is imperative if the Company is to continue developing.

8.1 In implementing this Policy, the Company has a Customer Charter which defines its:

- ▶ Customer Commitments, and
- ▶ Mission, Vision and Values.

9. STRATEGIC REVIEW

The Company is committed to ensuring that it undertakes an annual Strategic Review of the organisation. This Strategic Review will also include an annual assessment of the organisations Aims and Objectives and necessary Actions to be undertaken to ensure the continued success of the organisation in terms of improved performance.

By undertaking an annual Strategic Review, the Company is committed to:

- ▶ Reviewing its Strategic Business / Company Plan;
- ▶ Reviewing its Market Position;
- ▶ Undertaking a '*SWOT Analysis*' covering its 'Strengths, Weaknesses, Opportunities and Threats';
- ▶ Undertaking a '*PEST Analysis*' covering how the organisation may be affected by external 'Political, Economic, Social and Technological' factors;
- ▶ Reviewing its Stakeholders including Customers, Suppliers and Partners;
- ▶ Reviewing its internal Systems and Procedures;
- ▶ Reviewing all its Resources including Management, Staff and Finances;
- ▶ Ensuring that the Strategic Aims and Objectives of the organisation are communicated to its entire Staff.

10. MANAGEMENT COMMITMENT AND RESPONSIBILITY

Management of the Company is committed to creating an environment, which positively encourages all Staff to work to the Company's Aims and Objectives, including Policies and Procedures as detailed in the Company Policy Manual and to acknowledge their individual Roles and Responsibilities.

The primary role of Company Managers is to ensure the success of their Staff and Teams.

As a consequence, Managers will:

- ▶ Lead by example and behaviour – *'what we do is more important than what we say'*;
- ▶ Ensure that responsibility for their Team is uppermost in their mind - Managers will be measured on the performance of their Team;
- ▶ Establish lines of Communication with all their Staff - All Managers must be available for all their Staff;
- ▶ Set clear Goals and Targets - Ensure everyone is aware of what is expected of them, and what constitutes success;
- ▶ Give and accept honest feedback about performance;
- ▶ Allow their Staff the responsibility and freedom to make decisions where appropriate;
- ▶ Support good ideas through to successful implementation;
- ▶ Enthusiastically operate the Company's Systems and Procedures - support and enhance the performance of Staff to enable their experience to grow;
- ▶ Ensure Staff have the necessary Skills to ensure achievement of set Goals and Targets;
- ▶ Act as a Coach / Mentor to Staff to encourage ongoing development.

11. INVOLVEMENT OF PEOPLE

The Company is committed to ensuring that its People are involved in all aspects of the organisation. Management is committed to ensuring that there is genuine and structured two-way communication within the organisation. The Company is committed to the design and implementation of its Policies and Procedures to ensure they abide by current legal requirements and also meet the principles of the Investors in People Standard (IiP).

12. CUSTOMER FOCUS

The Management of the Company regards its Customers as the focus of all its activities and is committed to ensuring that its People are pro-actively involved in ensuring that Customer needs and expectations are fulfilled and where possible exceeded, thereby ensuring enhanced Customer Satisfaction and Customer Retention.

As a consequence, Management will:

- ▶ Ensure it adheres to its 'Customer Charter' commitments;
- ▶ Undertake Customer Appraisals through regular Customer communication;
- ▶ Ensure that Customer Audits are undertaken including Customer Satisfaction levels;
- ▶ Ensure that there is a Customer Complaints procedure and that Customer Complaints are dealt with quickly and to the satisfaction of Customers.

13. SUPPLIERS & PARTNERSHIPS

13.1 In order to meet Customer requirements, the Company is committed to demonstrating by means of objective evidence, an acceptable level of Quality Control over its Operations. To meet this objective, all Suppliers, Partners, and Sub-contractors will be periodically monitored and reviewed to ensure that they comply with Company specified requirements.

13.2 The Company is committed to following a Code of Procurement Practice that ensures its Suppliers are treated fairly, honestly, efficiently, effectively, and professionally and are paid within agreed terms.

13.3 The Company is committed to the principle of 'Supplier Diversity' and encourages Suppliers from Ethnic Minorities, Women, and those with Disabilities.

13.4 The Company is committed to the principle of 'Fair Trade' and 'Trade Local' through its support for Fair Trading Suppliers and Local Economies.

14. PROVISION OF RESOURCES

The Company is committed to meeting its set Aims and Objectives. Management will set realistic targets that also take into account the appropriate resources which are available to the Company, including:

- ▶ Infrastructure Resources;
- ▶ Production / Service Provision Resources;
- ▶ Financial Resources;
- ▶ Human Resources;
- ▶ Intangible Resources (Information / Intellectual Property Rights);
- ▶ Work Environment Resources.

Management, as part of its regular Management Review process, will undertake resource provision reviews.

15. QUALITY OBJECTIVES

It is the policy of the Company to maintain a programme of Quality Management and Control, which adheres to the principles of the *ISO 9001 Quality Management Standard*. This will ensure that both its products and services conform to Customers' Quality requirements every time. The set Quality Objectives will be Measurable and consistent with the Company Quality Policy.

The Company will demonstrate by means of objective evidence an acceptable level of Quality Control over its Operations. Sub-contractors and Suppliers of raw materials, consumables, components and services will be monitored to ensure that they comply with Company specified requirements.

16. QUALITY MANAGEMENT SYSTEM PLANNING

The Company will review and update its Integrated Management System (IMS) consistent with the requirements of the ISO Standards against which it is certified. Management will ensure that adequate time and resources are made available to Plan, Review and Improve its IMS on a regular basis.

17. COMPETENCE TRAINING

In line with the requirements and the principles of Investors in People (IiP), the Company is committed to ensuring that all its Managers and Staff have the necessary Training and Skills to undertake tasks relevant to their job roles.

18. MANAGEMENT REVIEW PROCESS

The Company is committed to ensuring that regular Management Reviews are undertaken consistent with the requirements of its IMS, including:

- ▶ All Internal Operations and Inputs;
- ▶ All External Operations and Outputs;
- ▶ All Systems, Procedures and Documentation.

It is the responsibility of Management and all staff of the organisation to carry out the necessary actions that result from Management Reviews designed to improve the organisation's performance and enable it to meet its set targets.

19. IMPLEMENTATION ARRANGEMENTS

- 19.1 The Company recognises the vital importance of, and expects the on-going commitment of, all employees in achieving the highest standards of performance and will ensure employees have the necessary skills to support this. It is a condition of employment that all personnel understand the aims of this Company Policy and co-operate in its implementation.
- 19.2 Detailed Policy Implementation, including Review Procedures, are documented in the Company's IMS Manual and associated documentation. The Company's IMS is available for access by all Company Personnel.
- 19.3 The company will provide adequate resources (financial or otherwise) to ensure that this Policy is fully implemented in all of its aspects.
- 19.4 This CSR Statement will be brought to the attention of all Employees.
- 19.5 Ultimate responsibility for implementation of this CSR Statement lies with the Chief Executive Officer (CEO) of the Company.