

CORPORATE SOCIAL RESPONSIBILITY POLICY

1. INTRODUCTION

The purpose of this policy is to highlight our responsibility as a business to act ethically and fairly at all times. It has been implemented to ensure that our interactions with the environment, consumers, suppliers, members, local community and employees reflect best practice at all times.

This policy aims to align our business goals with activities which support corporate social responsibility.

The policy has been developed through feedback and consultation with our employees.

2. SCOPE

This policy is applicable to all staff employed by Herefordshire & Worcestershire Chamber of Commerce. However, staff are also encouraged to promote the principles of this policy to people they may have contact with through their business activities. This supports our aim to raise awareness amongst the local business community.

The term “organisation” will be referred to throughout this policy and therefore relates to the company referred to in point 2.0.

3. ORGANISATION VALUES AND PRINCIPLES

The organisation commits to and promotes the following values and principles:

- employ honest, fair and ethical practices
- seek to provide an environment that is conducive for staff to develop and learn
- provide and maintain a health and safe working environment
- educate employees in terms of CSR
- implement re-cycling initiatives and always consider the environmental impact on everything we do
- encourage charitable involvement
- develop and maintain links within the community
- commit to work with our members to promote environment care, increase understanding of environmental issues and disseminate good practice
- encourage all staff to use sustainable environmental practices
- discuss and agree CSR actions and initiatives at senior management team level

4. OPERATIONAL

4.1 Employees

- The HR Staff Handbook ensures that fair people policies are operated throughout the organisation. These are continually reviewed by HR to ensure best practice and adherence to statutory obligations (which we strive to ensure are constantly exceeded)
- We operate an environment where training and development needs for all staff are continually discussed and identified, both formally and informally.

- We will continue to work towards and maintain our IIP accreditation
- We operate a comprehensive health and safety policy and risk assessment program to ensure the work environment is safe and without risk to health
- We regularly request feedback via staff surveys on a variety of topics to ensure involvement and participation in current and new activities
- We operate an “open door” policy where members of staff are actively encouraged to discuss issues and ideas with managers at any time

4.2 Community

- We regularly support local education initiatives through Young Chamber, work experience placements, participation by staff in pupil development days and are recognised as a participant in the Education Business Partnership.
- Our chosen Childcare voucher provider donates 10% of its profit to worthwhile causes
- We have a formal program of charitable activities and events in place
- We support community development through public funded contracts
- We use our bi-monthly publication (Business Direction) to promote and publicise our own CSR activities and those of our members
- We operate a charitable giving scheme through our payroll
- We allow every employee 1 day’s paid leave per year for personal charitable involvement such as volunteer work in a school, hospital, day centre
- We actively encourage all suppliers to be local and members, which in turn will support the local business community.
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4.3 Environment

- We operate a cost control policy which includes the reduction in use of paper, utilities and travel pollution.
- We provide mixed re-cycling bins for most types of business waste.
- We will investigate and where appropriate, implement environmentally friendly national schemes (such as the CycleScheme program) where we are able to encourage environmentally friendly practices and a healthy workforce.

5. POLICY REVIEW

This policy will be regularly reviewed by Human Resources and recommendations made to the senior management team. Subsequent amendments as a result of any review will be communicated to staff via email and through staff briefings and a copy of the up-to-date policy will be available for viewing on the public drive.

Employees are encouraged to suggest updates and additions at any time, which will be reviewed by the senior management team and the policy subsequently updated if appropriate.