



Showpiece Design Limited, Tithe Barn Home Farm, Sulham Lane, Pangbourne, Berkshire, RG8 8DT

CORPORATE RESPONSIBILITY STATEMENT

Introduction

We are and will always behave and conduct ourselves as a responsible company. Our business activities and the activities of similar organisations touch all areas of society and as such, Corporate Responsibility shall not be looked upon as a token gesture. The issue of Corporate Responsibility is core to our company culture.

We have a duty of care to ensure our codes of conduct and working practices are upheld to safeguard the welfare of the people, the communities and the environment affected by our work. Our Corporate Responsibility is set in place to enhance all our business services and ensure their continual development and improvement.

A truly successful business is built and managed by achieving commercial success while maintaining the ethical values of integrity, respect, care and honour. Corporate Responsibility covers several key areas affected by our business activities and it is these areas that mark our focus.

Values

We are committed to the following core values upon which all business activities are founded:

- Integrity;
- Innovation;
- Sustainability;
- Team Work; and
- Ambition

We commit to the following principles in fulfilling our social responsibility:

- Clear direction and strong leadership;
- Customer focus and respect for people;
- Open communication;
- Best value;
- Openness and transparency;
- Equality;
- Probity;
- Development of positive working relationships with others;
- Commitment to the highest ethical standards; and

- Valuing and embracing the diversity of our customers, staff, suppliers and the wider communities in which we work.

Our Customers

Customers are the foundations on which our company is built. We will always work with our customers collaboratively and flexibly to ensure their needs are responded to swiftly and professionally. We will always deliver a quality service and a quality product while maintaining value for money. We will seek to not only meet but exceed all expectations placed upon us by our customers, maximising satisfaction.

Each of our customers is an individual with diverse and individual needs. We will adapt appropriately to meet these needs delivering the most relevant pathways to success. We will view our customers as partners, working with them to meet any challenges, dealing with them accordingly.

We will view our customers as partners working with them to meet any challenges and dealing with them in a non-adversarial manner. This in turn will ensure long term relationships can be built with mutually fruitful successes.

Our Communities

All our business activities impact on the local communities. It is our responsibility to ensure any potential impact on the community is both forecast and remedied. We will promote active participation from our communities in projects delivered listening to their views and acting accordingly.

All employees will behave with integrity and treat each, and every person equally as an individual. We will seek always to employ locally and utilise local supply chain ensuring the long-term sustainability of local communities and economies is supported.

We will seek to provide opportunities for local people to forge new careers with us and promote social inclusion within our local communities. We will ensure all working practices are carried out whilst safeguarding the community around us.

Our Environment

Our environment is not just planet earth – it is also the living environment around us. Our company and employees will ensure that all work and actions undertaken, are done so acknowledging the affected environment and minimising the impact on it.

We will always take steps to remedy any potential hazards to the environment. We will fully and whole heartedly participate in the government's commitment to sustainability and its development of sustainable strategies

We will continue to work to drive down carbon emissions and our carbon footprint developing innovative thinking and innovation in our working practices to find more effective solutions of waste management and disposal. All our employees will be aware of their working environment and ensure maintenance of its integrity.

Our Supply Chain

Supply chain and its quality has a direct relationship with the quality of the service and product delivered. We will always ensure excellent relationships with our supply chain are maintained – both supplier and sub- contract. We will ensure the provision of a safe and healthy working environment for all who work for us.

Supply chain partnerships will be build securing long term commitment, advocacy and engagement into our company philosophies, codes of conduct and working practices. We will work with our supply chain, seek their views and experience collaboratively learning and improving as one, sharing innovative techniques and expertise.

We will ensure the ethical procurement of supply chain throughout and that our partners behave and conduct themselves in accordance to our own CSR.

We will actively promote Social Enterprise where we work utilising local schemes and helping growth in our local economies. We will manage our supply chain and its cash flow effectively to increase efficiency, reduce waste and maximise value for money.

Health and Safety

Health and Safety is of paramount importance to us and we will instil this in every employee within our organisation. We will always provide a healthy and safe workplace and environment for all our staff and also for people on whom there is a direct impact from our work.

We will ensure all staff are provided with Health and Safety training appropriate for their role within the organisation. We will provide appropriate PPE clothing and equipment so that our employees can undertake work in safety.

We will apply and utilise appropriate hazards warning and signage for all works undertaken, carry out appropriate risk and hazard assessments and take remedial action accordingly.

We will utilise our Health and Safety advice, management and expertise to ensure the effective provision of health and safety. We will always seek to improve this provision and maintain compliance with government HSE legislation.

Safeguarding

We are committed to safeguarding and promoting the welfare of clients, customers and all people associated with the wider communities in which we work. We believe we have a responsibility to safeguard the safety and welfare of a wide and diverse range of groups and communities which includes but is not limited to:

- General needs customers;
- Vulnerable adults including:
 - The elderly;
 - The disabled;
 - Sufferers of mental health related issues;
 - Customers of Black or Minority Ethnic origin where English may not be their primary
 - Language
 - Children (including children who may be classified as any of the above);
 - Animals;
 - Members of the public affect by our working environment;
 - The wider community and environment;
 - Our own employees; and
 - Client staff.

Our policy and procedure toward Safeguarding is not encompassed in a single policy but demonstrated through a range of policies and procedures which are documented and published throughout our organisation to be read, understood and adhered by staff and all of our supply chain.

These policies include:

- Corporate Responsibility;
- Customer Care Policy;
- Customer Code of Conduct;
- Data Protection Policy;
- Information Security Policy;
- Equal Opportunities Policy;
- Industrial Relations Policy;
- Staff Conduct and Disciplinary Policy (which includes Harassment Policies) ;
- Transparency and Anti-Collusion;
- Whistleblowing Policy;
- Lone Working Policy; and
- Health and Safety Policy.

Reporting

CSR activity undertaken by our staff will be reported to the Director's monthly management meeting. The CSR Strategy will be reviewed annually. In addition, CSR will be publicised both internally through staff communications and externally through a variety of available channels.

Signature:

Date:

24th January 2017

Name:

Deanne White

Position:

Director

Version Control

Issue	Description	Change Date	Made By	Approved	Approval date
1.0	Policy Statement			Yes	24/01/2017
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