



# CSR Policy

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# CSR policy

## Policy Statement

Castlehouse Construction recognises that as a progressive business it has Social, Ethical and Environmental Responsibilities. We are conscious of the effect our activities may have on our staff, our customers, our suppliers, the environment and the communities in which we operate. Our Corporate Social Responsibility policy therefore highlights how we can have a positive effect on these stakeholders.

### Our Staff

The way that we treat our staff is embodied in our Employment Policies. Our policies cover all aspects of discrimination and we provide equal opportunities to all in employment, irrespective of their sex, gender, race, ethnic origin, colour, religion or belief, disability, age, nationality, national origin, sexual orientation, religion or belief, or marital status. We oppose all forms of unlawful and unfair discrimination. We recognise that our staff are the most important asset within the business and we strive to ensure they are respected, cared about and developed. We will do this by:

- Complying with all relevant employment law
- Treating all staff members with respect
- Encouraging and supporting each staff member to achieve their goals
- Recognising and rewarding staff fairly

### Our Customers

It is within our culture to run our business on the basis of fairness and ethical principles. We seek long-term relationships with our customers built on openness and trust. We will work with our customers to understand their perception of us and exceed their expectations in service delivery. We will do this by:

- Maintaining personal contact with our customers
- Being realistic and honest when making commitments
- Responding promptly and professionally to customer requests
- Involving customers in our business

### Our Suppliers

Over time we have been in operation CHC has developed strong relationship with our supply chain. Our sub-contractors are vigorously scrutinised to ensure that their policies align with our own and in return are treated in the manner that we would wish to be treated ourselves. We will work with our supply chain to ensure we develop lasting relationships based on mutual trust and work together to deliver a quality service to our customers. We will do this by:

- Maintaining regular dialogue with all members of our supply chain
- Adhering to our own set of standards in respect of how we work with the supply chain
- Ensure members of our supply chain working on our sites are treated fairly and with respect
- Including our supply chain in decision-making which directly affects them

### The Environment

Castlehouse seeks every opportunity to help to build sustainability into our way of thinking. We will do this by:

- Complying with all relevant legislation
- Reduce our use of non-sustainable resources
- Minimising our waste and encouraging innovation
- Raising awareness among our business partners

### The Community

Within the business community, the Company will promote industry best practice and sustainability in design and construction. Within the communities we work in, we strive to provide a positive presence and follow the Considerate Constructors code of practice. We will positively impact the communities where we work, both during and after they are completed. We will do this by:

- Encouraging staff and supply chains to be active within the communities
- Being a good neighbour while our works are in progress

### Health and Safety

Castlehouse will minimise the risk of injury and incidents to our staff, contractors, clients and members of public. We will do this by:

- Complying with all relevant Health & Safety Law
- Treating all staff members with respect

- Encouraging and supporting each staff member to achieve their goals
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- Complying with all relevant Health & Safety Law
- Closely monitoring activities through our own Health and Safety Manager
- Report at board level health and safety matters
- Developing and implementing initiatives to improve health and safety

### **Who is responsible for the policy?**

Phil Dewell, Construction Director has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it. Management at all levels are responsible for ensuring those reporting to them are made aware of and understand this policy and where appropriate are given adequate training on it.

### **Monitor and Review**

The Construction Director and Health and Safety Manager will monitor the effectiveness and review the implementation of this policy, regularly considering its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible.

Employees and customers are invited to comment on the policy and any suggestions made will be addressed by the Construction Director.

This policy does not give contractual rights to individual employees. CHC reserved the right to alter any of its terms at any time.