

Gladwins Body Repair Centres

Corporate Social Responsibility Policy

We recognize the social, economic and environmental responsibilities of our business. We aim to demonstrate our commitment to these responsibilities through our actions and regular review of these policies. All Management and staff *are* responsible for the implementation of this policy. All members of staff are committed to deliver the goals set out in this policy.

Customers

- Our trading terms will be clearly set out and explained
- Our objective is to use open and jargon free communication with all customers
- Our policy is to treat all customers fairly
- All repairs should be completed in a reasonable timeframe and in accordance with Service Levels agreed with the relevant insurers.
- Any delays in the repair process will be reported and reasons given.
- We record and seek to resolve customer complaints promptly

Employees

- We offer our employees clear and fair terms of employment and provide resources to enable their continual development
- We maintain a transparent and fair employee remuneration policy
- We operate an equal opportunities policy for all present and potential future employees
- We ensure that all employees are treated with respect and without sexual, physical, religious or mental harassment
- We provide, and strive to maintain, a clean, healthy and safe working environment

Regulation

- We operate in accordance with guidelines set by the Office of Fair Trading
- We operate at all times within the principles and requirements of the Data Protection Act
- We operate within the licence conditions set by the B.S.I and I.S.O quality procedures
- We operate within the legislation of the Environmental Protection Act
- We operate to the Health and safety at work Act

Suppliers

- We encourage our suppliers and contractors to adopt responsible business practices that complement our own

Community

- We encourage dialogue with the local community for mutual benefit
- We support and encourage our employees to help local community organisations and activities in our region
- We record and seek to resolve any complaints from the community with respects to our business activities (noise, pollution, working hours, street parking etc)

Environment

- We monitor energy use and investigate the purchase of energy from sustainable or renewable sources
- We monitor water consumption and ensure safe disposal of waste water
- We continually monitor, evaluate introduce measures to reduce waste and increase recycling
- We currently meet our internal target of 90% waste recycling

We at Gladwins recognise that we must set our business values and operations to safeguard the expectations of our customers, employees, regulators, suppliers, community and with respect to the environment.