

Corporate Social Responsibility Manual

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Section 1 Introduction

1.1 About this Report

Tecserv UK aims to demonstrate its commitment to Corporate Social Responsibility (CSR) through showing how our daily operations and working environments are within the parameters of a socially responsible company and that of the voluntary standards of ISO 26000: 2010. We aim for this to show our continued commitment to adding value for our stakeholders, working in their best interests to develop our business.

Through mapping out our policies and approaches relevant to Social Responsibility within our business operations, we at Tecserv UK can identify areas for both improvement and prominence. In addition, the report will aid us in communicating our values and attitudes to our stakeholders. Whilst also providing us with a platform and assessment of our operations, to guide future business operations.

1.2 A message from the Managing Director

We at Tecserv UK strive for a sustainable future, promoting growth for clients through our responsible and ethical sourcing and business operations. Offering high quality service, advice and products has always been at the heart of our culture. We aim to continue with this cultural approach communicating our attitudes towards socially responsible behaviour, as an integral part of our business culture. This document will be part of a series of Tecserv UK policies that aim for increased sustainability within the business. This document and others alike will only aid our business and community relationships long term.

Section 2 Social Responsibility: Core Subjects

2.1 Organizational Governance

Our Corporate Culture is orientated around our technical competence, excellence and formulated around implementing new technologies within the industry. We pride ourselves on having highly qualified and knowledgeable employees, capable of setting industry standards.

Here at Tecserv UK we consider ourselves to be a sustainable, ethical and responsible business. We believe that through the transparency of our business operations, we engage with both our internal and external stakeholders to deliver efficient conscientious service every time.

Our responsible business conduct helps us to grow in the market, investing in our people helps grow in our communities. Enhancing reputation and strengthening relationships.

2.2 Staff Welfare and Human Rights

Our Equality and Diversity Policy and Ethics Policy Statements together support our aspirations for the future sustainable development of our workforce. Equality, Diversity and Ethics are an integral part of our organisational culture. Our policies relevant to these practices present our viewpoints towards sustainable employment and investment in communities. We consider the way in which we govern our ethical operations to be equal to and above the expectations of our stakeholders.

2.3 **Labour Practices**

Tecserv UK complies with all relevant workplace legislation regarding the safety of our employees. We maintain that Tecserv UK employees and sub contractors conform to our accredited Health, Safety and Environmental Management Manual whilst carrying our work at all levels of our operations, minimizing workplace injuries with our unblemished incident record rate for non reportable accidents.

We encourage that sub-contractors, and temporary employees, carrying out work for Tecserv UK adhere to our Health and Safety Policy when in the workplace environment. This is communicated by the responsible project manager in the form of risk assessments and method statements. We strive to protect our people, reputation and working environments.

At Tecserv UK we aim to maintain our high employee qualification and training standards; with workplace training remaining a fundamental part of our employee investments.

2.4 **The Environment**

Our Environmental Management Policy guides us to being an ever increasingly sustainable business. Within this our operational objectives help us toward improving waste management efficiency and recycling levels. Whilst our environmental liability statement helps us differentiate ourselves when working with clients who wish to ‘opt out’ of our Environmental Policy.

Tecserv UK accepts responsibility for our own waste, created at our offices, whilst on site, or in our vehicles presented within our relevant policy manuals. Furthermore, we are committed to keeping our waste out of landfill, and identify how we can maintain our emission levels for a sustainable future. With these in mind, we plan for long term sustainability at Tecserv UK outlining our objectives within our Sustainability Management Manual and Policy Statement.

To sustain our carbon emissions, water and electricity use, Tecserv UK has outlined within our Environmental Management Manual the systems and initiatives in place to maintain our operations fleet.

To view our company policies and our environmental management initiatives, please visit our website: www.tecservuk.com/policies.php

2.5 **Fair Operating Practices**

We are committed to maintaining and developing our reciprocal business relationships. From bill payments to our supply chain we strive to maintain our working relationships. Maintaining and improving on our industry accreditations by continuing to provide our first class service to our clients, and demonstrating to the appropriate bodies our ability to meet the requirements of other accreditations.

Tecserv UK continues to adhere to and work with legal and operational guidelines appropriate to the sector of our operations.

2.6 Consumer Issues

We at Tecserv UK aim for all our communications to be clear, concise and not misleading in any way as not to misinform our clients. All our product and service information is considered to be correct and responsibly presented.

We consider the safety of our client's paramount, and highlight this within our company mission statement below:

Our Mission

Our mission is to protect your people, your processes and your property. Tecserv UK brings you the specialisation, ideas and solutions that save lives and money.

Consumer services is a fundamental part of our business operations, during both the installation process and after sales coordination, we aim to give the best possible recommendations, advice and support.

We consider all our operations to be sustainable and have the appropriate initiatives in place to reduce consumer concerns over the sustainability of our operations. To this end we believe our business operations to be transparent, openly supplying information on our company policies on our Environment and Sustainability for our stakeholders on the company website.

2.7 Communities: Involvement and Development

As part of our sustainability objectives, we believe that our local employment initiative offers a sustainable platform for both experienced and new employees to all sectors of our business.

To this end, we actively participate in schemes run by the local authority to assist local graduates and undergraduates into gaining industry experience and graduate level employment. In addition, we actively seek to employ young people who we train and teach to give them professional, sustainable and lifelong skill sets.

Year on year we commit to our communities and we give to worthwhile causes, donating to a wide variety of charities and organisations both in support of Tecserv UK staff and support of our communities. We believe in contributing resources, working cooperatively with community norms and practices to improve relationships.

We believe working in partnership with our community representatives aid us in successfully engaging to contribute to the overall environment of our local communities, whether it be reducing visual pollution or increasing accessibility to local amenities.

We aim to reach a sustainable waypoint in which we dedicate time to our communities, whilst maintaining our investments in other areas of our business. At Tecserv UK we believe profitability can be maintained and fuelled by successful community engagement projects.

Section 3 Our Stakeholders

3.1 Engaging our Stakeholders

We have identified our five main stakeholder groups and aim to focus our efforts towards greater communications and activity for a more sustainable business; these are presented in the diagram below.



We aim for greater participation and incorporation of our stakeholder groups in our business operations, for integrating and communicating the environmental message. To achieve this we aim to operate with an open access attitude towards our stakeholders. This will enable us to operate a more efficient business with strong relationships and growth opportunities.

To benefit the related groups, the company will aim to positively engage all stakeholders in the following ways:

Employees

In the best interests of our staff, Tecserv UK aims to work toward improving sustainable employment, provide sufficient training and development opportunities, and grow the business to support our staff. Our workplace culture promotes employee participation and direct two way communications.

Shareholders

We strive to provide sufficient business growth and appropriate investments for the long term future of the company. In addition, maintaining reputation and profitability in the interest of current and potential investors is an integral part of our shareholder relations.

Suppliers

We are committed to maintaining our ongoing relationships with our suppliers, working cooperatively to deliver quality and sustainable products to the market. Endorsing ethical and responsible business by delivering on time and to standard, aims to further strengthen relationships.

At Tecserv UK, where possible we aim to introduce new technologies into our operations, to promote technological sustainability and business credentials.

Customers

At Tecserv UK we value all our customer relationships and by maintaining our reciprocal business partnerships we aim to satisfy our own operational objectives and those of our clients. Through effective relationship management we aim to build long lasting and profitable relationships through our flexible open access communications.

Communities

By maintaining our involvement in our communities, we hope to integrate ourselves as a bountiful member and attendee at events within the locality as donators and supporters of good causes. Moreover, managing the impact of our operations within the locality and accepting responsibilities of our impacts are important to us.

Section 4 Review

4.1 Management Review

Tecserv UK will aim to review our social responsibilities with changes in relevant compliance legislation or social undertakings which require plans for improvement. This process will be integrated as part of the monthly management meeting and recorded in the meeting minutes where appropriate.



Colin Milligan

Sales & Marketing Director

1st June 2021