



Corporate and Social Responsibility Policy

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1.0	Jackie Towell	Policy Introduction (As PFC)	Ashley Davies	27 th January 2022

Corporate Social Responsibility (CSR) Policy Statement

Premier Forecourts and Construction recognise its corporate and social responsibilities to its shareholders, customers, suppliers, employees and other stakeholders and is committed to conducting business in a manner which achieves sustainable growth whilst fulfilling legal and moral obligations. We aim to achieve our business objectives in a caring and responsible manner recognising the economic, social and environmental impacts of our activities.

Who we are and what we do

Premier Forecourts and Construction was established in 2019, when the construction division of the Premier Group of Companies was bought by the current shareholders. The directors and senior members of staff have been working in the industry since 1988. The business provides specialist construction solutions to the forecourt industry and in January 2022 employed 68 members of staff.

Vision, Mission and Company Values

Vision

To be recognised as leaders within our industry, that our customers seek to work with and our people are proud to work for.

Mission

Consistently achieving excellence and sustainable profitable growth by safely delivering high-quality, innovative solutions for our customers and investing in our people.

Company Values

The **Company Values** are the basic elements of how Premier Forecourts and Construction go about our work and how we interact with each other. They are the fundamental beliefs of our Company and our guiding principles; they dictate our behaviour and our actions.

VALUES			
			
	 People First	 Leading Safety	 Solution Focused
Definition "making it clear"	We value our people and their wellbeing, we believe in them individually and as a team, we want them to succeed because if they do, we do.	Premier's health and safety philosophy sets us apart from our competitors, we empower our people to lead the way and provide them with the process, knowledge, tools and equipment they need to keep them safe.	We are committed to providing solutions by listening and through innovative thinking. Sustaining the business and the region with local employment, training & development and a mindfulness of our social and corporate responsibility.
Train & Develop	Train & develop our employees for both their personal growth and the benefit of the company, identify career development and succession planning opportunities	Health & Safety training for all our employees. Promote Health & Safety best practices from the top down	Train our staff in customer processes and procedures. Development of staff for future sustainability.
Improve & Innovate	Provide our people with employment benefits that aid their wellbeing. Empower our people to identify areas for improvement in their job and wellbeing.	Proactive initiatives and campaigns, set standards and lead in our industry. Continually improve and innovate new safer work processes.	Listen and act to our customers needs, embrace change and develop and learn from our mistakes into opportunities.
Lead & Inspire	Promote leadership behaviours that inspire others, freedom with accountability, build trust and confidence in business decisions	Promote a culture of Premier Health and Safety standards across the organisation, leading by example.	Meeting and exceeding our customers expectations in everything we do, from the ground to the board room
Communicate & Share	Investigate and implement the most appropriate communication channels, engage, connect and join forces, sharing knowledge and skills to empower others	Communicate and share standards and expectations providing employees with consistent knowledge of Health & Safety practices	Explore new channels of communication, knowledge sharing and technology. Listen to our people and customers.
Sustain & Grow	Sustain employment in the community and beyond into the future, explore succession planning initiatives, train and develop our people for both personal and company growth	Promote physical health and personal wellbeing. Maintain the company employee Wellbeing & Mental Health Initiatives	Aspire to be a company our employees are proud to work for and our customers first choice by providing initiative sustainable solutions, embracing change, looking to the future and how we grow
Measure & Reward	Implement the best working conditions possible for the work that we undertake, maintain a fair appraisal system, recognise achievements and reward them, benchmark our roles and total compensation	Measuring through internal and external auditing and monitoring, acknowledging H&S compliance regulations and legislation, rewarding good practice, sharing and celebrating success	Customer and employee retention, business growth, employee development and effective succession planning
Measuring Tools	Investors in People, Employee Engagement Survey, Customer Satisfaction Survey (Feedback) Employee Turnover, Training Development Analysis, Employee Representative Group	Company Safety Record, NM & PI Reporting, Internal and External Audits and Accreditations, Monthly H&S Reporting, Employee Representative Group, Safety Campaigns, (I Work Safe), utilisation of company Wellbeing Initiatives	Peer to Peer Kudos, Performance Appraisal Process, Employee Engagement Survey, Customer Satisfaction Survey (Feedback) Employee Turnover, Corporate and Social Responsibility Policy Objectives, Action Centred Leadership

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Our Employees

To retain loyal and productive employees and maintain a good working environment we have a number of new and updated policies and working practices;

- Developed a people strategy, code of business conduct and leadership code of conduct
- Following some specialist advice, we have updated our equal opportunities and recruitment policies
- The health and safety of our people is of paramount importance. We aim to be leaders in construction for health and safety and will continually promote a positive culture towards health and safety demonstrated with our “I Work Safe campaign”
- We will not stop until we achieve excellence, excellence to Premier is keeping our people safe every day, our target is zero accidents
- Staff training and personal development are a key factor in our staff appraisals
- Communication with our employees has been a leadership team focus during 2021 and continues into 2022 with new communication channels and opportunities being developed, such as the employee engagement survey, employee engagement day, and staff portal on the company website
- Employees are paid correctly, on time and to a pay standard that is benchmarked with both the industry and the local job market
- Employee benefits exceed those offered in the industry for businesses of a comparable size (number of staff and turnover)

Our Customers

As a business we are Solution Focused, by this we mean we are focused on being flexible to adapting to our own and our customers’ needs to ensure continued success. By remaining Solutions Focused the business can look forward and continue to achieve success.

We expect our customers to adhere to the Modern Slavery Act 2015 and operate in line with the Bribery Act 2010

Supplier Standards

It is vital to ensure that we use good suppliers and maintain a good working relationship with them;

- We use local suppliers where possible
- We expect our suppliers to adhere to the Modern Slavery Act 2015 and operate in line with the Bribery Act 2010
- We are committed to paying our suppliers properly and on time

Protecting the Environment

We are committed to reducing the environmental impact that our business activities may have.

Sustainability underpins the success of our business. Our approach to sustainability is to create long-term value by taking into consideration how we operate in the ecological, social, and economic environment. We want to conduct our operations sympathetically which considers the impact on the global or local environment, community, society, or economy. Ensuring we

practice sustainability ensures the long-term prosperity of Premier Forecourts and Construction.

- We actively promote the waste hierarchy to continually improve our waste management. We monitor waste which is both recycled and ends up in landfill and only use approved suppliers. Our aim is to reuse any potential materials, minimise waste through effective planning and look to recycle where possible
- We have an approved purchasing policy for materials and we aim to ensure our suppliers source materials which are both ethical and sustainable
- Encourage our office staff to cycle to by supporting a cycle to work scheme
- Encourage staff to car share where possible
- Encourage staff to use greener fuels in their personal vehicles if possible
- Electrical Vehicle Charging points have been installed at the office car park and the company has purchased an electrical vehicle as part of the company fleet
- We will commit to continually monitor the EV capability for work vans as at present the range is not suitable being a national contractor

Community Engagement

Our recruitment strategy supports the surrounding community by employing local people wherever possible. When the opportunities arise we take part in community engagement projects and support local communities with annual fund raising events for families in crisis and the homeless in the local area, additionally the company sets an annual budget for staff to nominate donations to;

- Local charities
- Sports clubs
- Community fund raising events

Monitor and Communicate

We regularly monitor and share our CSR activities with our employees, customers and suppliers via our company website, social media and business and employee communications.