

Corporate & Social Responsibility Policy Statement

Policy & Process Document



/// Corporate & Social Responsibility Policy

This Corporate & Social Responsibility (CSR) Statement formalises how we manage our business processes to produce an overall positive impact on society. To us, Corporate Responsibility means being a good corporate citizen and describes business behaviours, designed not only to deliver commercial objectives and meet legal requirements, but also have a positive social impact on our community and those communities of our customers and suppliers.

It is our desire to run a business responsibly and align our strategy with CR goals so as to have a significant and positive impact both on the business itself and the communities in which the business operates.

Overview

The prosperity of our business and of the communities within which we operate requires a commitment to the sustainable management of our activities. We have therefore developed a number of policies that affect and enhance all areas of our business, specifically:

- our Corporate Values;
- our Anti Bribery Policy;
- our Modern Slavery Statement;
- our Health & Safety Policy;
- our Equal Opportunities Policy;
- our Dignity at Work Policy;
- Our Data Protection Policy; and
- the due diligence framework used to assess and monitor suppliers and the service providers that we promote to our customers.

We wish to adopt and commit to the principles and practices set out below.

Our Team

We are committed to the well-being and continual development of our people and to training our workforce, where employees are appreciated, valued and given regular feedback so that each employee has a clear understanding of their role and how they contribute to the business.

We operate a meritocracy, where all employees are recognised and rewarded on the basis of their performance, effort, contribution and achievements. We expect our employees to act with integrity towards one another and exercise a high standard of business practice and workmanship. We support diversity, fairness and equal opportunities and aim to involve and consult regularly with employees as to the direction of the business.

We oppose the exploitation of workers and we will not tolerate forced labour, or labour which involves physical, verbal or psychological harassment, or intimidation of any kind. Our aim is the wellbeing of our employees and work partners through their association with our business and its continued success.

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Our Values – the 5 C's

The way we operate is captured in our 5 Core Values described below:

CARE

- KLT is a family business; we care about everyone we connect with
- We see the individual and invest in quality people from all backgrounds
- We keep people safe in everything we do

CUSTOMER

- We listen and respond with passion, enthusiasm and confidence
- We think 'customer-first' and build strong, long-term relationships
- We are open and honest in our communications; we do what we say we will do

COMPLIANT

- We meet and strive to exceed regulatory and legislative requirements; helping clients navigate through these complexities
- We hold ourselves to high ethical standards
- We delight our clients by delivering on commitments and always meeting their expectations

CONDUCT

- We do the right thing
- We act responsibly with integrity and trust
- We own our work and our mistakes; our actions speak louder than our words

CONTRIBUTION

- We use our expertise to find solutions; only by removing obstacles for others can we truly succeed
- We are efficient and optimise opportunities
- We add value, leading through our competence to ensure value is provided

Our Customers

We aim to build long term relationships with all our customers and other stakeholders by understanding their objectives as they evolve over time and meeting their needs. We aim to give fair value, consistent quality and reliability. We aim to have the highest professional and ethical standards and will be honest, open and transparent in all our dealings with customers.

Our Suppliers

We aim to create and maintain strong relationships with key suppliers and contractors. We aim to choose suppliers that share our ethos in relation to employment practices, quality and environmental controls. This will be communicated to all suppliers and potential suppliers.

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Our Service Providers

We aim to create and maintain strong relationships with key service providers. We aim to choose providers who share our ethos in relation to employment practices, quality and environmental controls. This will be communicated to all providers and potential providers.

Our Health and Safety

We aim to achieve and maintain the highest standards of health and safety and provide a safe and healthy working environment for all of our activities. We have a current and effective written health and safety policy that is regularly reviewed and updated.

Our Environment

We have implemented an environmental policy appropriate to our business. We are aware of our environmental impact as a business and have taken and continue to take appropriate steps to mitigate that impact, including setting environmental objectives and targets, implementing procedures and providing training so employees and contractors understand their environmental responsibilities and can seek to improve our environmental performance.

Our Community

We recognise and understand the significance of the local community within which we operate. We aim to enhance our contribution to the community by being sensitive to the needs of local people and groups and promoting ethical and socially responsible trading.



Matt Dolan – Managing Director

11th November 2020

Revision Record

Rev	Date	Author	Approved by	Details of Amendments
02	Nov2020	HR	M Dolan	Updated Policy