

Corporate Social Responsibility Policy



Corporate Social Responsibility - 2023

Hemlow embeds CSR in all its policies, ways of working and business activities. This ensures that our business conduct is sustainable and has a positive impact on social value and the environment. We have split our CSR policy into three core sections: Our People, Our Community and Our Environment.

Our People

Our people are at the heart of our business, and we want to make Hemlow a company people want to work for and enjoy coming into work, to pass on their enthusiasm and drive onto our clients and the service we deliver. We will:

- continue to invest in our people, further developing and expanding our apprentice and improver programmes, to support sustainable business growth.
- continuously review our recruitment processes and identify new ways of increasing diversity.
- expand our welfare teams supporting our front-line engineers, and wider team, to promote support and a 'one team' ethos.
- always put health and safety first; providing safer environments for our teams to work in, including the installation of air quality monitoring systems in all our offices.

Our aim is to proactively support all our people to drive morale and teamwork that will lead to great customer service and an engaged and mindful team.

Our Community

As a SME, our growth needs to benefit the local communities we work in. We will:

- expand our Improver Programme into the local communities we work in, providing engineering opportunities for people requiring a second chance or would like a change of career.
- continue to support local and national charities through empowering our people to fundraise and identify additional other value adding community led activities.
- commit to providing opportunities to young people, including work experience, summer placements, mentoring and business seminars.

- work with local companies, in partnership, to supplement the services we offer to our clients and ensure their growth and development whilst providing support.
- work with local companies who have similar CSR/ESG goals including sustainability improvements.
- train and develop the wider FM community through the offering of free CPD sessions online and face-to-face.

Our aim is to take our communities with us as we grow by supporting local projects, recruiting locally, and raising funds for charities and local causes. As we grow, we will work with more communities and expand our community offering and develop the wider FM community.

Our Environment

As part of our core work and business supporting activities it is essential that we continue to focus and develop our sustainability, reducing our environmental impact and carbon footprint, in line with our BSI 14001 accreditation. We will

- continue to replace existing fleet with electric and hybrid vehicles.
- reduce paper usage through completing the transition to smart tablets across all field engineers and continue to develop processes to negate the need for printing in our offices and passing on this knowledge to our clients who are still paper based.
- move to electronic site manuals by utilising the simPRO CAFM system to provide access to all central documentation and site specific compliance paperwork.
- utilise our 'Carbon Reduction Database' to roll out to our clients to reduce their environmental impact of the buildings we service, providing advice on how to effectively improve EPC ratings.
- utilise our Technical Management Team to identify energy improvements, sustainability, and carbon reduction processes; offering energy consultancy.
- provide training and awareness to our people and our clients to work as 'one team' to achieve carbon neutral goals — net zero by 2050.
- Implemented smart technology to drive efficiencies and sustainability practices across our portfolios.

Our aim is to proactively review our maintenance base and identify energy saving initiatives for our clients and the wider Hemlow business. We will review this, in line with our Environmental Management System, on a regular basis to ensure the continuous development of our environmental initiatives and focus to improving sustainability.