



## Corporate Social Responsibility Policy 2021

### **1. INTRODUCTION**

This document sets out the Corporate Social Responsibility (CSR) policy for Lakes Bathrooms Ltd. (trading as 'Lakes Showering Spaces').

### **2. AIMS**

To promote attitudes and behaviour throughout the business in four key areas:

- respect for human rights
- care for all our stakeholders
- support for our local community
- care for the environment

This is based on the CSR principles of:

- accountability / transparency
- ethical behaviour
- respect for stakeholder interests
- the rule of law
- international norms of behaviour and human rights

### **3. POLICY**

To develop clear measures for CSR performance to ensure that we:

- treat all people with consideration, dignity and respect at all times
- recruit and develop a skilled, motivated and loyal workforce
- provide a wide range of employee benefits to reward and retain our people

Supporting our CSR policy performance is the responsibility of everyone within the organisation.

**The Board will ensure that:**

- CSR policy is made available to all staff
- CSR reporting takes place regularly at Board level
- public information about the Company is up-to-date and available – (website and social media)
- Company Values are regularly shared with all staff, which are:  
Responsibility  
Equality  
Sincerity  
Performance  
Excellence  
Creativity  
Trust



- all staff are regularly briefed on business issues and challenges and given the opportunity to raise issues
- continuous improvement to ensure all staff activities are aligned within the organisation
- we meet, and strive to exceed, all legal requirements under relevant human rights legislation
- we do not tolerate direct or indirect discrimination, harassment, bullying or any behaviour that can lead to employees, customers, stakeholders and anyone else with whom we have an impact believing that their human rights have been abused
- we will continue to monitor our policies, processes and activities to ensure we continue to act in a non-discriminatory way and ensure we continue to exceed human rights legislation

#### **4. OUR APPROACH**

##### **(i) Our people**

- the Company is committed to continuous improvement throughout its activities and will develop goals and quality objectives in all areas
- to develop and grow employee roles through training and development
- to value the contribution of every employee regardless of whether they are permanent or temporary staff

##### **(ii) Health & Safety**

- the health and safety of our staff is paramount
- we believe that excellence in health and safety management is essential – this goes hand in hand with high productivity and quality
- we aim to deliver zero RIDDOR incidents each year

##### **(iii) Employee Benefits**

We provide employees with fair remuneration and a range of additional benefits, including:

- 25 days holiday per annum
- contributory pension scheme
- company bonus schemes
- childcare vouchers
- discounted employee purchase scheme

##### **(iv) Employee briefing**

- regular meetings are held with all staff to share financial performance, business successes, employee news and CSR updates
- we recognise and respect the need to balance work and other commitments to ensure all staff do not work longer than necessary to fulfil their duties
- company vehicles are managed with a focus on safety, fit for purpose and fuel / CO2 efficiency
- staff turnover is monitored, the reasons for people leaving and reviewed at board level



#### **(v) The environment**

We will continually strive to minimise the environmental impact of the business.

- reduce our carbon footprint wherever possible
- seek full ISO 14001 accreditation
- provide vehicles that are fuel efficient and have low carbon emissions
- encourage video conferencing and telephone conference calls to reduce the need to travel
- recycle our products and our packaging
- donate all old IT equipment to charity wherever safe and practicable to do so

#### **(vi) Fair Operating Practices**

We recognise the need for all businesses to act responsibly - to avoid corruption, and to maintain strong relations with other organisations. We will take steps to ensure we:

- maintain a 'zero-tolerance' approach to corruption measures
- follow the 6 principles of the Bribery Act 2010
- monitor suppliers and those we supply, and encourage them to maintain their own CSR
- treat customers with respect, for issues they raise to be addressed, for our relationships to be conducted efficiently, professionally, safely and ethically at all times

We will:

- maintain all personal information securely and meet all data protection standards
- not engage in practices that are deceptive, misleading, fraudulent or unfair

#### **(vii) Customer Care**

- continue to improve the customer experience
- ensure the safety of customers when on our premises
- write contracts with clarity, lacking ambiguity that do not include unfair terms
- promote sustainable development by placing orders where possible with suppliers whose values match our own
- perform regular customer satisfaction surveys and incorporate these into our improvement plans
- continue to act as a responsible business and to influence other businesses to act with integrity

### **4. RESPONSIBILITY**

It is the responsibility of the board of Directors to ensure this policy is fully implemented.