

Corporate Social Responsibility (CSR) Policy

**The Mayfair Cleaning
Company Ltd**

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DISTRIBUTION LIST

A copy of the CSR Policy is made available to all Mayfair employees.

VERSION CONTROL

| Number | Comments | Review Date |
|--------|---|-------------|
| V1.0 | Original version (draft) | 04/02/2008 |
| V1.1 | Signed off | 03/03/2008 |
| V2.0 | Update and Review | 05/02/2009 |
| V3.0 | Update and Review | 29/01/2010 |
| V4.0 | Update and Review | 02/07/2010 |
| V5.0 | Policy Review (to bring in line with Annual Company Policy Review) | 01/07/2011 |
| V6.0 | Update and Review | 03/07/2012 |

Policy Overview

Our CSR policy is built on the following principles:

- We will always aim to act in a way that is socially and environmentally responsible in all our activities.
- We will continue to comply with all relevant legislative and regulatory requirements as well any associated codes of practice.
- We will continue to operate in a transparent and fair manner.
- We will ensure all our people are invested and play their role in ensuring we achieve these goals.

Successful delivery of our CSR policy requires the engagement of our staff and clients in both agreeing to and meeting with our commitments.

Our CSR policy consists of 4 areas:

1. Our Working Environment.
2. Our People.
3. Health & Safety.
4. Working with the Local Community.

STATEMENT OF GENERAL POLICY

Mayfair is committed to a Policy of CSR and recognises our obligation to carry out our business activities in a socially responsible way.

We understand how the overall reputation, perception and success of the business can be enhanced through the adoption of high ethical, legal and environmental standards. We are committed to ensuring the interests of our people, customers and the communities in which we work are considered adequately and appropriately in order to facilitate sustainable business development.

Through our commitment to CSR we are able to deliver exceptional levels of service to our customers; attract and retain high calibre people; deliver results to our shareholders; reduce the impact our operations have on the environment and support the communities in which we work.

This Statement is available to all interested parties and is regularly reviewed to ensure it remains relevant to our business. Mayfair's CSR Statement is supported by specific policies which together form Mayfair's CSR Policy:

- Health and Safety & Environmental Policies which incorporate:
 - Health & Safety.
 - Environmental.
 - Sustainability.
 - Waste Management.
- Equality & Diversity Policy.
- Employee Welfare and Wellbeing Policy.
- Bullying and Harassment Policy.
- Training Policy.
- Supply Chain.
- Quality Policy.
- Data Protection Policy.

Each of these policies has individual objectives which will be measured on a regular basis to ensure adherence to our overall CSR Policy.



Andrew Prendergast
Chief Executive Officer July 2012

Working Environment

Our main working environment is the London office operated and managed by Mayfair.

At Mayfair we believe that all businesses are responsible for achieving good environmental practice and operating in a sustainable manner. We are therefore committed to reducing the impact our business operations have on the environment.

Energy consumption

Mayfair is committed to controlling and reducing the use of energy throughout our business and on the sites we service. All staff are responsible for implementing the following energy management practices both at our offices and with the agreement of our Clients:

-  Switching off lights when not needed.
-  Turning off PCs at the end of each shift.
-  Turning off printers and photocopiers when not in use.
-  Keeping windows and doors closed to minimise loss of heat during cold periods.
-  Maximise solar gain by leaving the blinds open where possible.
-  In winter, setting office thermostats between 65 and 68 during the day/business hours, and 60 to 65 degrees during unoccupied hours.
-  In summer, setting office thermostats between 78 and 80 degrees during the day/business hours and above 80 degrees during unoccupied hours.
-  Using energy saving, maximum efficiency bulbs.

Reducing Waste

One of Mayfair's environmental objectives is to reduce the amount of waste created for landfill disposal by maximising recycling and the use of reusable materials. Accordingly, Mayfair staff are responsible for the implementation of the following practices:

-  Do not print out emails or documents unless it is necessary to do so.
-  Proof read on your PC.
-  Make good use of paper - duplex print all essential documents, use scrap paper for notes.
-  Use electronic methods of communication and electronic storage of records rather than paper.
-  Produce rough copies (if necessary) on re-used paper.
-  Shred all confidential waste ahead of recycling.
-  Use double sided photocopying where possible.
-  Reclaim or repair items where possible.
-  Use re-usable containers.
-  Fix electrical items rather than replace them. Replacement parts are sourced and held as back up for all sites and the equipment is assessed, by a competent person, for repair ability before being written off.
-  Recycle all uniforms and re-issue, where practicable.
-  Recycle printer cartridges and toners.
-  Ensure safe disposal of batteries & computers.
-  Cleanse and donate all old computers to charitable organisations who will dispose them legally if they cannot be used elsewhere.
-  Dispose of waste regularly in suitable receptacles.

- ♻️ Dispose of hazardous waste materials only in approved containers.
- ♻️ Wrap and segregate sharp objects before disposal.
- ♻️ Do not mix non compatible waste in the same bin.
- ♻️ Only fill kettles to the required amount when making drinks.
- ♻️ Ensure that timber furniture and any other timber products are recycled or from well-managed, sustainable sources and are Forest Stewardship Council (FSC) certified.

Staff are also encouraged to follow the transport initiatives outlined below:

- To purchase diesel or, where practicable, dual fuel (LPG) vehicles for our fleet.
- To inspect and maintain vehicles on a regular basis.
- To ensure all vehicles are regularly serviced.
- To investigate the possibility of purchasing hybrid vehicles using bio-fuel.
- To use tracking devices to monitor the speed of mobile support vehicles.
- To plan vehicle routes to minimise mileage and vehicle usage.
- To encourage employees to walk, cycle and/or use public transport to attend meetings, site visits etc.
- To implement driver best environmental practice training for Drivers.
- To avoid physically travelling to meetings etc where alternatives are available and practical, such as using teleconferencing.
- To efficiently time and plan meetings to avoid multiple trips and minimise mileage.

Our People

Mayfair is committed to:

- Providing equal opportunities to everyone.
- Fully supporting our people.
- Treating all staff fairly.
- Communicating openly and honestly with our staff.
- Always acting as a responsible employer in all our activities.

Detailed below is how we will achieve these commitments:

Equality

We will comply with all statutory obligations under Equal Opportunities Legislation and provide employment equality and equality of opportunity to all, irrespective of:

- Gender, including gender reassignment.
- Marital or civil partnership status.
- Having or not having dependants.
- Religious belief or political opinion.
- Race (including colour, nationality, ethnic or national origins).
- Disability.
- Sexual orientation.
- Age.

We will continue to operate in line with our Equality and Diversity Policy. We are opposed to all forms of unlawful and unfair discrimination. All job applicants, employees and others who work for us will be treated fairly and will not be discriminated against on any of the above grounds. Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination.

Full details of our approach to delivering equal opportunities are detailed in our Equality & Diversity Policy.

Equal opportunities monitoring will be undertaken for all recruitment campaigns. All candidates will be provided with an Equal Opportunities Statement detailing our commitment and as part of the recruitment process they will be asked to complete an Equal Opportunities Monitoring Form.

Communication

We will ensure all our people are given opportunities to express their views and to provide feedback on our company and the way it is run by means of:

- 1-2-1 meetings with their line manager.
- Annual staff satisfaction questionnaires.
- Annual performance reviews.
- Regular team meetings.
- Management 'Away' Days.
- Our 'Open Door Policy'.



We will also provide all our staff with updates on company performance and major business decisions.

Pay & Benefits

Mayfair will provide all staff with:

- Clear and fair terms of employment which are set out in an Appointment Letter and Contract of Employment.
- Details of their Induction Programme.
- Access to all company policies.

The remuneration of all our employees will be reviewed annually. As part of the pay review it is our standard practice to review the individual's performance and to benchmark local, national and industry pay scales and role profiles.

Mayfair complies with all UK employment legislation including that relating to the minimum wage, working hours and the employment of underage staff.

All Mayfair employees are entitled to at least 20 days holiday per annum, in addition to all statutory bank holidays.

Mayfair operates a formal grievance procedure for employees should any member of our team feel that they are being treated unfairly.

Learning and Development

At Mayfair we believe, that in order to provide an exceptional quality of service, it is essential that all our people possess the skills and competencies required to fulfil their role and meet the needs of our customers. We actively encourage all staff to take a career focused approach to their employment and as such we are committed to helping our people realise their potential through continual improvement and development.

We will continue to help our staff realise their potential through continual professional development which includes:

- Studying towards recognised formal qualifications, e.g.
 - NVQ (Level 1) in Cleaning and Support Services
 - NVQ (level 2) in Cleaning and Support Services
 - NVQ level 2 Business Administration
 - Apprenticeships.
- Assignment training to prepare staff for specific duties.
- Specialist training to meet a particular requirement e.g. to address changes in legislation or regulation.
- Refresher training to ensure competence is maintained throughout the life of a contract.



Health & Safety

The welfare and safety of our staff is our priority. We have therefore taken a proactive approach to Health & Safety in the workplace to ensure we:

- Implement Health & Safety best practice.
- Comply with all relevant Health & Safety legislation.

Our Approach

All staff are provided with a copy of our Health & Safety and Environmental Policies on their first day of employment and are actively encouraged to follow our procedures.

All staff are provided with detailed Health & Safety Training when they join our company and at regular intervals throughout their career with us. The training includes:



Compliance with our Company Policy and Health & Safety legislation, both in our offices and on-site, is monitored through regular site visits from the Area Manager responsible, the General Manager Philip Murphy and our Compliance & Training Director, Mick Austen.

At Mayfair we ensure that Health and Safety procedures and standards are effectively implemented throughout the business, and complied with by all staff and sub-contractors, by following a robust site audit programme. This programme is meticulously planned and designed to ensure all sites are regularly audited.

The audit incorporates the following methods of review:

- Cleaner observations.
- 1-2-1 interviews.
- Assessments of site documentation.
- Reviews of Risk Assessments.
- Reviews of site Instructions.
- Reviews of site Accident Book.

Mayfair's audit process is outlined below:



Mick Austen provides regular reports to the Board on compliance with best practice and the incidence of accidents.

Working with the Local Community

Mayfair is committed to building relationships with the local communities in which we work. We will achieve this through:

Sponsorship and Community Involvement

We will continue to support the local community by means of involvement in activities such as:

- Charity events.
- Taking part in various community activities, e.g. bike rides.

Our investment in the community takes many forms including cash, staff time, management time and donating gifts. Through the promotion of activities proven to benefit health and our involvement in youth projects, Mayfair is able to create positive influences across communities in which we work.

Working with our Clients

As a professional and innovative security company we will continue to work in partnership with our clients to deliver community benefits and identify opportunities to deliver positive community outcomes.

Creating Training and Employment Opportunities

Mayfair is committed to generating employment opportunities and improving the skills of those living in the communities in which we work. To support this we will continue to work closely with local job centres to advertise opportunities in local newspapers and as such contribute to:

- Providing employment opportunities.
- Promoting social inclusion.
- Improving the skills of local residents.
- Increasing the skills base of the local community.

Sourcing Materials Locally

Where possible we will continue to source materials locally to the contract and therefore contribute to the economic development of the area. This will also deliver environmental benefits by reducing the carbon emissions produced in transporting goods.

Reporting & Policy Review

Measuring and reporting progress

We will measure our progress on an ongoing basis through regular reports to the Board.

Reviewing our CSR policy

We will review our CSR policy at least annually. We will incorporate any necessary changes and reissue the policy accordingly. Any major changes will be rolled out to all staff.

