

Corporate social responsibility policy

Definition

Corporate Social Responsibility (CSR) is a concept whereby an organisation recognises that business operations and processes may have an impact on social, economic and environmental issues outside of the workplace. It also represents a commitment to ensuring and maintaining socially responsible behaviour in an organisation.

Objective

Charcroft seeks to sustain a business that is successful and respected in its ethical standing by our stakeholders. These include customers, suppliers, and the wider community. We embrace the role Charcroft plays on a day-to-day basis in contributing to a better society.

Policy

We are aware that the running of Charcroft will, in many ways, affect our place of work, the community and the wider environment in which we operate. We believe that the way we run Charcroft can and should make a positive difference in these areas and we aim to ensure that continued efforts are made to achieve that.

Our corporate social responsibilities are identifiable in the following areas:

Environment

With regard to Charcroft's impact upon the environment, we are committed, amongst other initiatives, to:

- only print when necessary, maintaining a paperless sales floor
- reduce waste produced by the business through implementing efficiencies in operations and manufacturing
- ensure water & electricity is used responsibly by our staff; utilising water saving devices in the toilets, changing to low-energy LED lighting, turning off lights and printers when not in use
- recycle materials where possible (reusing packaging in our stores department)
- use technology to lessen the need for travel via internet-based meetings
- offer a car share scheme to employees to reduce vehicle daily commutes
- encourage the use of public transport where practical

Charitable/community work

Charcroft is keen to support and be involved in community initiatives and charitable work. We sponsor and donate to national and local charities, many which may have been suggested by our staff, and directly fund community projects. Every suggestion is given due consideration.

We support local schools in various ways as they are an integral part of the community with many of the children's parents being employed at Charcroft. Charcroft supports local and national charities, these have included Llanwrtyd Wells Co-Responder scheme, Air Ambulance Wales, Tŷ Hafan Children's Hospice, Builth Wells U14 Rugby Team and Llanwrtyd Wells Heritage and Arts Centre. Charcroft also sponsors the Llanwrtyd Wells Eisteddfod.

Education

We recognise the importance of education in our community and supporting individuals during this process is key to advancement. We actively encourage our employees to take up training courses, often funded by ourselves, and we welcome work experience placements in partnership with local schools.

With Charcroft's Head Office in a rural location, the business employs staff who have little or no experience in the electronics industry. We pride ourselves in providing education and training to upskill and develop employees who wish to further their career. Staff have options to join various college schemes to complete a course in a relevant field, ranging from NVQ apprenticeships to BTEC, AAT and degree level qualifications.

Our employees

Involvement: We keep our staff fully informed of our policies and procedures and we encourage them to share their ideas with us on both internal processes affecting them, and the way our service is provided to customers. We maintain an open and honest approach to all our communications with a suggestions box, weekly newsletter, and a staff-survey tool to ensure we provide an opportunity to monitor overall staff satisfaction and provide further feedback.

Equal Opportunities

We are committed to providing an environment of equal opportunities for all members of our workforce. No account of any of the protected characteristics set out in the Equality Act 2010 shall be taken to a detrimental effect in any decision involving recruitment, promotion, provision of facilities etc.

Business partnerships

We will strive to engage with local suppliers and businesses where possible to meet the business' operational needs, with the aim of supporting businesses within our area and decreasing our carbon footprint.

In respect of our entire CSR initiative, we expect no lesser standards from our suppliers and business partners, including adhering to our Labour Standards Charter.

Ongoing commitment

We are fully committed to the principle of CSR and aim to ensure that no relevant policy decisions are made within the business, without first evaluating the potential CSR impact.