



The managing directors have overall responsibility for implementing the corporate social responsibility (CSR) Policy but the application and promotion of the policy is the responsibility of management and supervision within CCS Group Limited and its subsidiaries Cleshar, ITS and GPX.

We seek to sustain a business that is successful and respected in its ethical standing. We are committed to economic, social and environmental sustainability and continuously seek innovative ways to minimise the impact of our work through a collaborative working approach with our customers, supply chain, community and partners. We embrace the role our business plays on a day to day basis in contributing to a better society.

It is the policy of the Board to:

- Ensure that CSR is embedded into our policies and practices
- Integrate our business values and operations to meet the expectations of our stakeholders

## Our objectives

To meet the policy requirements, we have set the following objectives to:

- Maintain a high level of business performance
- Encourage dialogue with local communities for mutual benefit
- Strive to improve our environmental performance
- Provide safeguards to ensure that all employees are treated with respect

## CCS Group Limited arrangements

To meet the objectives laid down and to ensure compliance with the policy, the Group has a director responsible for overseeing the programme to:

- Support and encourage our employees to help local community organisations and activities within our region
- Register and resolve customer complaints in accordance with our published standards of service
- Offer our employees clear and fair terms of employment
- Ensure that we have a diverse workforce where our people have a safe, ethical and fair place to work and reach their full potential
- Work with our customers, suppliers and other stakeholders so that we operate in a more sustainable manner
- Improve our environmental sustainability and performance for the benefit of the organisation and the natural environment
- Maintain records for the benefit of external auditors and for internal monitoring
- Ensure that our management team are trained to deliver formal and fair staff appraisals
- Support a diverse workforce with all directly employed staff trained in Equality and Diversity policies and procedures;
- Reduce customer complaints
- Encourage and support our employees to gain skills and qualifications to further our business;
- Strive to reduce our accident rates through increased training
- Ensure that a significant percentage of the Group's spend is with strategic and preferred suppliers
- Develop working relationships with local education establishments
- Develop and formalise education programme with local schools, incorporating work placements and apprenticeships
- Ensure that all staff are familiar with all aspects of the policy and the disciplinary
- Implications resulting from a breach of the policy

**Michael Hesnan**  
Joint Managing Director

**Andy Redican**  
Joint Managing Director

