

## Corporate Social Responsibility Policy

### Introduction to Corporate Social Responsibility (CSR)

CSR refers to the way in which businesses regulate themselves to ensure that all their activities positively affect society as a whole. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic and environmental impacts of what they do as a business. Businesses should meet, and aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, the company should ensure they carry out best practices anyway.

### Who we are and what we do.

Sale Group consisting of Sale Service & Maintenance Ltd, Sale Maintenance Ltd and Sale NuGen Ltd are a Building Services group specialised in Mechanical and Public Health sectors, carrying out heating, air conditioning, plumbing and domestic services. As a business have learnt to constantly review the changing needs of our clients and the demanding industry we serve. Today, we have established ourselves as a high quality, multi-disciplined company offering a range of mechanical & maintenance services with a turnover nearing £40 million.

Sale Group are committed to a Corporate Social Responsibility programme which is tangible, practical and “fits” with the ethos of our business; this ensures it is widely adopted and supported across the company.

Our Corporate Social Responsibility policy covers the following areas:

- Ethical Responsibility
- Economic Responsibility
- Environmental Responsibility
- Philanthropic Responsibility

### Ethical Responsibility

At Sale Group we acknowledge that the foundation to our success is our employees. We are an Equal Opportunities Employer, compliant with the Human Rights Act 2010 and actively promote our Modern Slavery Policy.

We have a higher-than-average staff retention rate within our industry due to a holistic approach to managing our staff. Focusing on staff development, we aim to promote within the company where possible. We mentor and encourage training and aim to meet construction industry standards and accreditations where able. In return our staff receive good rates of pay and benefits and have access to a dedicated and qualified HR helpline.

Sale Group are committed to creating a work environment free from harassment and bullying where everyone is treated with dignity and respect, to this effect Sale Group operates a zero-tolerance policy, where any allegations will be investigated and, if appropriate, disciplinary action will be taken. These actions can have very serious consequences for individuals and the organisation. It affects employees mental and physical health and can impact family and social relationships. Effects on the organisation can include loss of morale, poor work performance, increased turnover of staff, legal claims and damage to the organisation's reputation.

Sale Group also aim to provide high standards of health and safety at our offices and on all our sites, this is monitored by our in-house Compliance Manager and external Health & Safety Advisor.

## **Economic Responsibility**

By ensuring every department is working to a high level of efficiency, Sale Group maximises profitability across the business.

Services are provided to our clients at a reasonable cost, always engaging with our local supply chain and adapting to the fluctuations within the industry.

Sale Group understand the importance of looking after our clients and supply chain to make sure that they have a positive and lasting impression of our business.

We are only as strong as our supply chain, therefore all new suppliers undertake a rigorous PQQ detailing company policies, insurances, financials, right to work and accreditations. These are reviewed regularly to ensure they are kept up to date using specific software.

While we always hope that our clients remain strong, we understand that many things can cause them to struggle. We ensure that all clients are run through our credit insurance system and limits reviewed regularly.

## **Environmental Responsibility**

Sale Group recognises and understands the importance of protecting the environment in which we operate. We are fully committed to minimising the impact that running our business has on the environment and we encourage our clients, suppliers and other subcontractors to do the same.

Sale Group are compliant with all relevant legislative, regulatory, and other environmental requirements in order to act in a socially responsible manner. We strive to continuously improve our environmental performance.

In addition, sustainability has long been an important part of the Sale Group ethos. Sale Group (Currently excluding Sale NuGen Ltd) is accredited to ISO 14001, The Environmental Management standard and has more recently achieved Carbon Neutral via PAS 2060. A management plan is in place to assist with our journey to Net Zero.

Sale Group also works with the Supply Chain Sustainability School which is a free learning environment platform allowing our staff to upskill their knowledge on sustainability. This portal enables our clients to send us learning plans relative to their sites to allow our employees to uphold certain standards when working on their projects.

## **Philanthropic Responsibility**

It is not only our staff, client sand supply chain we support but also the local community by:

- Hosting an annual Golf Day whereby all money raised goes to our nominated charity, The Childrens Trust.
- Engaging with our client's charity events for example sponsoring and taking part in the yearly Mental Health World Cup where proceeds are donated to the fight to prevent male suicide.
- Sponsoring local sports teams, for example Hockey and Football Clubs that our employees take part in.
- Helping with community support projects.
- Employing people through local jobsites and social media pages.
- Providing work experience placements for young people.
- Providing an apprenticeship scheme to further training for existing staff and taking on trainees at the start of their careers.

## Measurement

It is important to Sale Group to regularly monitor and assess the compliance and effectiveness of our CSR Policy. This is discussed regularly at Director level and any achievements accomplished are promoted through our company website [www.salegroup.co.uk](http://www.salegroup.co.uk) and on our social media channels.



Peter Sale – Managing Director  
for Sale Service & Maintenance Ltd  
and Sale NuGen Ltd  
Dated: 2<sup>nd</sup> January 2024



Collin Meaney – Managing Director  
for Sale Maintenance Ltd  
Dated: 2<sup>nd</sup> January 2024