



## **Corporate and Social Responsibility Policy**

Spotless Cambridge Ltd recognises that our corporate and social responsibility is crucial to our values and operations and in expressing our commitment to our stakeholders. They include customers, employees, investors, suppliers, the community and the environment.

We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.

This Statement is about how Spotless takes account of its economic, social and environmental impact in the way it operates as a business. By demonstrating our commitment to Corporate Social Responsibility we aim to align our business values, purpose and strategy with the needs of our clients, whilst embedding such responsible and ethical principles into everything we do.

We build relationships with our customers, suppliers and the local communities we are part of, by encouraging our employees to consider the needs of others and involve themselves in public service. We will obtain a wide range of views on our social and environmental policies and performance.

The operational and ultimate responsibility for the commitment to our Corporate & Social Responsibility principles lie with the Directors of Spotless, although every employee is expected to give their full co-operation to the principles in their activities at work. Consultants or visitors are also expected to apply our environmental principles.

The effectiveness of the Policy Statement will be monitored and reviewed at least annually to ensure the Company's continuing compliance with any relevant legislation and to meet new business requirements and to identify areas in need of improvement.

### **Our Employees**

We are extremely proud of our employees, who are at the heart of our ability to continuously strive to deliver an extraordinary Customer Experience and understand the instrumental role they play in our success.

We will respect our employees and encourage their development and training. We will promote equality as differences in responsibilities permit and consider the interests of our employees including their welfare and health and safety. We aim to empower our employees and we will recognise individual contributions and reward our employees fairly. Our ultimate aim is the happiness of our employees through their worthwhile and satisfying employment in a successful business.

- We shall operate an equal opportunities policy for all present and potential future employees and will offer our employees clear and fair terms of employment and provide resources to enable their continual development
- We shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement



## Corporate and Social Responsibility Policy

- We shall provide safeguards to ensure that all employees of whatever nationality, colour, race or religious belief are treated with respect and without sexual, physical or mental harassment
- We shall provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy and safe systems of work.

### Customers

Spotless seeks to ensure that it deals responsibly, openly and fairly with existing and potential customers with a service hallmarked by integrity, quality and care by:

- Ensuring that all our advertising and documentation about the business and its activities are clear, informative, legal, decent, honest and truthful
- Being open and honest about our products and services and telling customers what they want to know, including what we do to be socially responsible
- We will register and resolve customer complaints in accordance with our standards of service - ensuring that if something goes wrong we will acknowledge the problem and deal with it
- We will listen to our clients so that this can help us improve the products and services we offer to them
- Ensuring that we benchmark and evaluate what we do in order to constantly improve our competitive edge in the marketplace.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices.

### Local Community

Spotless also ensures that our work with the local community involves:

- Encouraging volunteer work in community activities
- Supporting local schools
- Supporting local fund-raising activities.

### Charities

Employees undertake extensive fundraising work every year, both individually and with team activities which includes many annual events such as:

- "Movember"
- Raffles
- Baking events
- Individual opportunities through organisations
- Team entry into the annual 'Chariots of Fire' race
- Christmas jumper day

### Environment

Protection of the environment in which we live and operate is part of Spotless values and principles and we consider it to be sound business practice. Care for the environment is one of our key responsibilities and an important part of the way in which we do business.



## Corporate and Social Responsibility Policy

This statement is supported by our Environmental Policy

Signed

.....*Jon Lamming*.....

Position

.....Strategic Director.....

Date

.....07/06/2019.....

### Document History

Written by	Date	Release	Status	Approved by	History
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