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Managing Director
Mr M. Maskell

Directors
Mr A. Beavon
Mr G. Wootton

Corporate Social Responsibility

Manstal Ltd is committed to ensuring its business activities are conducted to the highest standards of ethics and professionalism. To this end the company intends to meet, and aims to exceed, all relevant legislation, or if legislation does not exist in an area, standards of best practice.

The Company recognises it does not exist in isolation. It is part of a wider system of people, values, organisations, and the world itself. It, therefore, has a responsibility to promote human rights, help communities and protect the natural environment. To achieve this, it is vital the company considers the legal, social, economic, and environmental impact of its activities. To ensure, so far as reasonably practicable, company activities have a positive effect on society overall.

In general

The Company considers its social responsibility to fall under two categories: compliance and pro-action. For the purpose of this document compliance refers to the company's commitment to legal and ethical values. Whereas pro-action denotes any initiative which promotes human rights, helps communities, and/or protects the natural environment. These categories are not isolative. Rather they are fluid in their interaction within the wider system. Universally the Company is committed to:

- Respecting the law.
- Honouring its internal and external policies and procedures.
- Ensuring all business operations are open and transparent.
- Conducting business within integrity and fair dealing.
- Respecting human rights.
- Promoting safety first.
- Respecting the consumer.

Staff

To retain loyal and productive staff, or those under its control, the Company believes it is vital to maintain a positive working environment. This is achieved by:

- Implementation of a range of health, safety & wellbeing policies, and procedures.
- Utilising and developing local and/or regional staff, or those under its control.
- Promoting active engagement in local/regional training & development.
- Encouraging open, clear communication, constructive critique, opportunities for feedback feed-forward as well as examining opportunities for continuous improvement.
- Sharing positive feedback, recognising, and rewarding good practice; saying thank-you for work well-done.
- Affording opportunities for pastoral support; taking an interest in the individual as well as their families and things that matter to them outside of the working environment.
- Supporting diversity, inclusion, equal opportunities, and human rights.
- Being committed to remunerating staff, or those under its control, correctly and on time equal to or higher than national benchmarks.

Clients

Manstal recognises the significance of clients having a positive and lasting confident impression of its business activities. This is accomplished by:

- Proactive implementation of the range of health, safety and wellbeing policies and procedures.



- Working in collaboration to plan what is to be done, deliver on what was said would be done, checking on what has been done and acting on all feedback.
- Encouraging open and transparent communication and constructive critique.
- Seeking opportunities for exploring levels of satisfaction; sharing positive feedback and acting on opportunities for improvement.
- Working in partnership to deliver to project schedules.
- Participating in joint audit activities, monitoring progress, and acting on matters arising.
- Listening and responding to needs and preferences.

Suppliers

The Company recognises the importance of maintaining positive working relationships with its suppliers. This is attained by:

- Regular translucent communication; including feedback feed-forward activities.
- Encouraging collaborative reviews of products and services.
- Giving positive feedback and jointly examining opportunities for improvement.
- Utilising local suppliers and services as far as reasonably possible.
- Working collaboratively to ensure clients' needs and project timescales are met.
- Being committed to paying suppliers accordingly in line with any pre negotiated terms of agreement.

Environment

Manstal recognises the need to protect the natural environment. This is reached by:

- Implementation of associated policies and procedures.
- Encouraging waste reduction, re-use, and recycling; on a project-by-project basis and within the office.
- Utilising paper free activities and services as far as reasonably possible.
- Encouraging staff, or those in its control to walk, use public transport and/or to commute via car share so far as reasonably practicable.
- Sharing ideas for feedback feed-forward considering ongoing opportunities for improvement.

Community Engagement

The company recognises its moral responsibility to 'give-back' to the world just as it gives to it. This is achieved by:

- Staff, or those under its control, being encouraged to support the act of charitable donations, whether through services, knowledge, time, or voluntary contributions (cash or otherwise) as the individual sees appropriate and in line with associated policies and procedures.

Signed:



Martin Maskell
Managing Director – Manstal Ltd

8th January 2021



Registration No 53299

