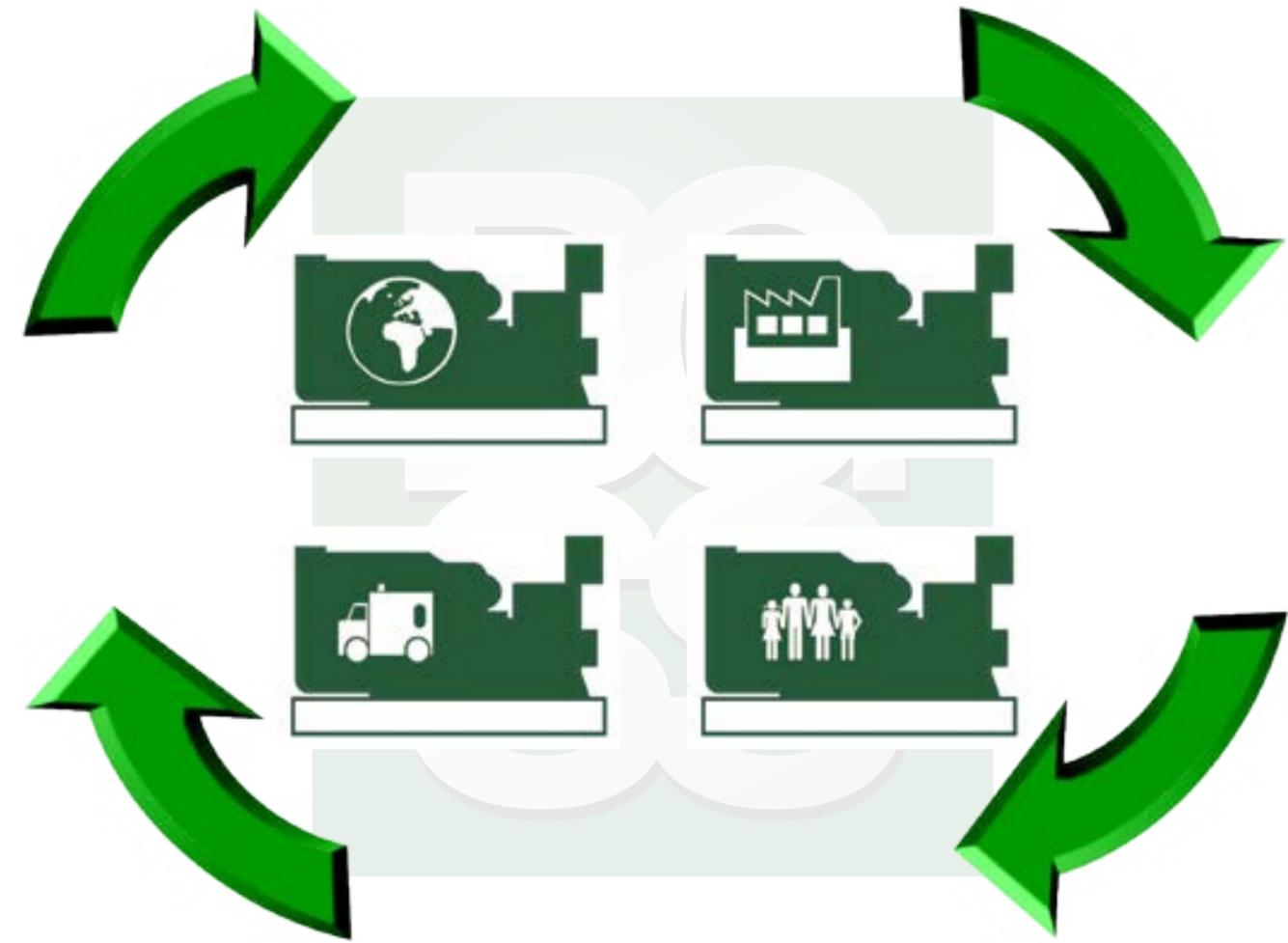




# Corporate Responsibility Policy



## Corporate Responsibility

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**The Power of Experience**

## Our Agenda for Change

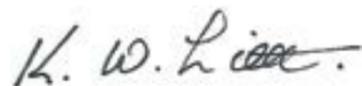
At Burtonwood Generator & Switchgear Services, we have always taken the issue of Corporate Responsibility seriously.

Although the last trading year has continued to bring challenging market conditions for the power generation industry as a whole, this hasn't prevented us from pushing forward with our agenda for change and business growth.

Over the last 12 months I am proud to report that we have achieved a great deal and enjoyed many successes including the continued expansion of our branch network to work towards our ISO14001 objectives of providing regional support to our customers.

In addition we have also received registration to the OHSAS18001:2007 standard for our Health & Safety, allowing us to combine our quality, environmental and H&S requirements into a single Integrated Management System.

However, we recognise that there are always new challenges around the corner such as the new Mobile Generator Emissions Regulations, and I, together with the Burtonwood team, actively look forward to meeting them in the next twelve months during our 20th Anniversary Year.

Managing Director  
Burtonwood Generator & Switchgear Services Ltd  
Issue Date: 2nd February 2015

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## Standards Assurance

### Our policy

Burtonwood Generator & Switchgear Services Ltd is committed to operating efficient and robust quality procedures that is constantly reviewed and audited to ensure ongoing compliance with the latest legislation and standards.

Throughout the company, employees are encouraged to have a positive commitment to quality, the environment and Health & Safety. Through this policy, and working closely with suppliers and sub-contractors, we can effectively achieve the required performance standards of the products and services that we market and ensure customer expectations are always met.

### Responsibility - ISO9001:2008, ISO14001:2004 & BS OHSAS18001:2007

Burtonwood Generator & Switchgear Services Ltd's St Helens Head Office is registered to ISO9001:2008, ISO14001:2004 and our newest accreditation BS OHSAS18001:2007. We are working to ensure that each regional centre is an important point of contact for our customers so it is vital that they consistently work to the highest possible standards of management and customer service.

### Integrated Working

ISO9001:2008, ISO14001:2004 & BS OHSAS18001:2007 registration means we take a structured approach to quality, the environment and Health & Safety management and are fully committed to continuously improving the way we conduct our business.

This way of working ensures customers and suppliers receive a seamless, consistent level of service, regardless of which sales office handles their account.



ISO9001:2008, ISO14001:2004 & BS OHSAS18001:2007 registration increases the benefits and efficiencies we can offer. Such benefits are particularly helpful to customers working in the public sector where certification is an integral part of dealing with government organisations.

### Our Aim:

*To demonstrate current compliance with these International Standards, not only within our company but also in all our dealings with third parties whether customer, supplier or in the wider community*

### We will:

- work with our suppliers and sub-contractors to design and bring to the market quality new sustainable products and services and measure the performance of these in line with our Corporate Responsibility standards
- communicate our quality and sustainability strategies to potential investors and other stakeholders in order to enhance our company and brand reputation
- manage those risks that may potentially damage Burtonwood Generator & Switchgear Services Ltd's company reputation or our brand through poor customer service or the quality of products and services
- take every opportunity to maximise cost savings and efficiencies through the sustainable use of resources and reduction of emissions by using quality assured suppliers



## Our Suppliers & Partners

### Suppliers (Ethical & Environmental)

#### Our Aim:

*To ensure that everyone involved in our supply chain benefits from trading with us.*

Our business has a direct impact on the environment and lives of people both here in the UK and internationally and we are committed to doing business in a way which ensures that everyone in our supply chain benefits from trading with us.

We believe that protection of the environment, high workplace standards, good health and safety and fair pay and employment conditions are all elements of a successful, professionally run business and contribute to its efficiency and productivity.

Our customers want quality and innovative products at affordable prices, but not at the expense of the welfare of workers or the environment. We are committed to sourcing products responsibly.

This takes into consideration issues such as wages, hours of work, discrimination, forced labour, health and safety, child labour, terms of employment and freedom of association. We hope through positive dialogue to encourage a healthy working relationship with our supplier factories and improve working conditions. We also want to involve all those in the supply chain – so they achieve positive results from trading with us.

Burtonwood Generator & Switchgear Services Ltd's approach is then one of engagement and partnership with suppliers and recognises and respects cultural diversity within supply chains. We will work with our suppliers to help them reduce their impact on the environment and manage the challenges of sustainable business growth.

#### We will:

- know which supplier is making every product we sell and where these products are being made
- only work with suppliers who share our aims and values and can demonstrate that they meet the minimum workplace and environmental standards that we set
- work with those suppliers on actions they can take to continually improve and achieve higher standards
- work in partnership with our suppliers, governments, non-governmental organisations and other stakeholders to address challenging sustainability issues within our supply chains
- provide help and guidance to those suppliers and factories making our products in order to help them achieve the required workplace and environmental standards



## Introduction

### A vision for Corporate Responsibility

Today every company faces a global challenge – we want everyone to satisfy their basic needs and enjoy a better quality of life but to do so without compromising the quality of life for future generations.

For our society that means limiting climate change and protecting natural resources but also stimulating cohesive and healthy local communities, promoting fairness and justice in the workplace and building a strong, stable business.

Everybody has obligations to act responsibly in order to achieve these goals whether as individuals, groups, or business in general. By adopting socially and environmentally responsible behaviour businesses can make a significant contribution to boosting wealth creation and employment, fostering social justice and protecting the environment.

Essentially, this means companies taking account of the economic, social and environmental impacts that arise from the way in which they operate – maximising the benefits and minimising the negatives. At Burtonwood Generator & Switchgear Services, we see Corporate Responsibility (or Corporate Social Responsibility) as the voluntary actions that business can take, over and above compliance with minimum legal requirements, to address both its own competitive interests and the interests of wider society.

#### Our vision

Our vision is to develop annually, the Company and its employees as the *BEST* and most demanded service provider and supplier of Generators and H.V. Switchgear.

#### Our mission

Our mission is to be the leader in our field, providing a holistic approach to the design, manufacture, installation, maintenance and servicing of generators and H.V. switchgear equipment. We will do this by working closely with and exceeding our client expectations on service, quality and price by deploying highly skilled and developed professional employees.

#### Our strategy

Our strategy for achieving this vision is to create a policy framework with prescribed levels of performance in the fields of health and safety, environmental impact and employment practices, whilst also encouraging and enabling wider responsible behaviour within our workforce that stimulates innovation and the application of best practice.

#### Our values

We value:

- Brotherhood** - exhibited through team spirit, co-operation and harmonised working
- Excellence** - using “the power of experience” to exhibit reliable, versatile and accountable behaviours.
- Supremacy** - in client service, cost effective solutions and quality standards.
- Talent** - which is delivered through a highly trained, multi- disciplined, professional and experienced team of the highest technical quality.



## Our Commitment & Objectives

### Our values at the heart of all that we do

The objective of our corporate responsibilities is to fulfil the obligations of our social responsibility without compromising our **values** in the activities that we do.

Burtonwood Generator & Switchgear Service's governing principles are at the heart of all that we do and being socially responsible is, therefore, about operating to those values. We are committed to ensuring that this corporate responsibility is embedded in the way that we do business and is part of our everyday working activities.

We aim to create a working environment balance between the development of business opportunities with our customers; stimulating and rewarding our staff; working closely with, and supporting our local communities; and sustaining the environment in which we operate.

We aim to create, develop and lead highly motivated teams who have up-to-date competencies and skills and strive to achieve Burtonwood Generator & Switchgear Service's values.

We will support and develop our people by:

- stimulating positive and responsive communication through appraisals and reporting structures
- supporting learning and development opportunities through in-house or external training
- encouraging our staff to realise their full potential

We endorse the United Nations Declaration on Human Rights and have developed a number of supporting policy standards and procedures which include Positive Work Environment and Equal Opportunities.

We maintain a safe, healthy and sustainable working environment for our staff, the organisations that we work for and with, and the general public. We recognise our responsibilities for the environment within which we work by:

- applying policies and procedures that meet both Burtonwood Generator & Switchgear Services and relevant legislative requirements
- promoting the safety, health and welfare of those for whom we are responsible
- sustaining and improving the environment within which we operate, minimising any negative impact that we may cause in line with our new accreditation

We have defined Health and Safety and Environmental Systems that reflect international standards. We operate in a large number of communities internationally with diverse cultures and diverse needs. We aim to support and make a positive impact on these communities by:

- establishing positive local relationships
- stimulating communication and interaction
- encouraging our staff to become involved
- providing opportunities for sharing expertise and resources

### Our commitments:

To help us achieve these objectives, we have 9 no-nonsense commitments to improve the way in which we do things.

- To invest in our staff through training and development
- To safeguard our staff by rolling out Health & Safety training and certification
- To roll out ISO14001 environmental procedures throughout the business
- To develop and implement sustainable procurement throughout the business
- To minimise waste to landfill
- To reduce CO2 emissions throughout the supply chain
- To work with both our suppliers and customers to increase supply chain efficiency
- To enforce all Burtonwood policies, working standards and statements
- To develop our local branch network to reduce our environmental impact

## Our Community

### Respecting the local environment

#### Our aim:

*To be a good neighbour in all the communities from which we operate.*

Burtonwood Generator & Switchgear Services Ltd has an impact on every community from where it operates, through the employment provided and through opportunities to contribute to community projects and initiatives.

Our operations also have the potential to cause disturbance to local residents, especially through traffic movements, vehicle and generator testing noise, light pollution and litter, whether discarded packing materials or other.

Burtonwood Generator & Switchgear Services Ltd wants all of its operations to help in creating lasting improvements and benefits in the communities in which they operate and also encourages suppliers to work with their own local communities.

#### We will:

- help our operations to understand how they can most effectively respond to the needs of their local communities and implement initiatives to deliver this
- work in partnership with local communities and help them to understand our operations and the contributions they make to these
- contribute investment to community projects, including gifts in kind, volunteering of skills and time and funding, in line with our core business operations and corporate responsibility objectives
- ensure that stakeholders benefit from our community investment activities, through measuring and evaluating the impacts



## Our Employees

### Employee engagement

#### Our aim:

*To be an employer of choice and to create a workplace environment where all employees feel valued, supported and informed.*

Burtonwood Generator & Switchgear Services Ltd faces a number of national and industry specific issues including current legislation, global diversity, demographic changes, migration and skills shortage.

Our capacity to create a sustainable workforce will depend on how we respond to these issues. Being a responsible business also means engaging the enthusiasm and skills within our workforce to enable all of our employees to become champions of sustainability. We can work towards this by supporting and equipping our people to take action to deliver our environmental and community programmes where appropriate.

#### We will:

- create policies which reflect the needs of our employees and improve workplace practices including initiatives which help people to be proud to work for our business
- provide training and development to embed workplace policies which promote an understanding of our values and ethics, and develop employee potential, including workplace specific as well as sustainability issues
- enable employee satisfaction by engaging, consulting and responding to employees' feedback on all issues
- ensure that all our staff understand and have the support they need to deliver their role in making our business the customer choice for power generation and switchgear products and services
- work towards including corporate responsibility in remuneration, bonus and performance measures for relevant posts
- work with all employees to ensure compliance with all policies and standards. See our other statements for more details.

### Our respect for the Diversity of People

#### Our Aim:

*To ensure that we treat employees with dignity and respect, and to value the differences people bring to our business.*

Our capacity to employ people from across the world will increasingly depend on our ability to understand and work in harmony with people from diverse backgrounds.

Employees have a right to be treated equally, with dignity and respect for their human rights, and to feel valued, regardless of their diverse backgrounds. See our Equal Opportunities and PWE policies for more details

#### We will:

- ensure that there is no discrimination in employment on the grounds of people's diverse backgrounds including race, gender, age, disability, marital status, sexual orientation or religious belief
- back our commitments with robust policies and guidance, to empower and support people to take action if they feel that their rights are not being upheld including grievances and making complaints



## Our Products & Services

### Managing our responsibility

We build partnerships with all of our suppliers in order to develop sustainable, visible supply chains for the products that we offer. These partnerships ensure responsible sourcing and production, as well as high standards of product safety.

#### We aim to:

*Ensure that our stakeholders have confidence that any environmental and social issues associated with the products that we offer are properly managed, through design, use and disposal.*



Each generator or switchgear product has its own life-story. This starts with the raw materials that it was made from, to how it was manufactured and transported and the people and communities who are involved. It also includes how the product is used and how it is likely to be disposed of at the end of its useful life. Each step in the product's life-story may be associated with some particular environmental or social concern, for example energy efficiency in use.

As a major service provider we must ensure that the production, use and end-of-life treatment of the products that we offer result in as little environmental damage and impact on society as possible.

#### We will:

- actively research the environmental and social issues associated with the production, distribution, use and disposal of the different types of product we offer
- work with suppliers to find solutions to the environmental and social issues associated with critical product types and set standards for these
- support the development of products that are more energy efficient in manufacture, distribution and use, and innovation of new products that help our customers save energy and protect their premises from the impacts of climate change

### Our aim on packaging:

*To minimise the amount of packaging associated with our products and, where packaging is unavoidable, to reduce the impact of its use.*

Packaging is a highly visible component of global waste streams. Burtonwood Generator & Switchgear Services Ltd is committed to working with suppliers to reduce packaging and increase packaging recycling.

#### We will:

- work with product suppliers to minimise the amount of packaging to that required to be fit for purpose
- design and specify packaging that uses recycled or recyclable materials wherever possible
- encourage innovation in our supply chain to eliminate or reduce packaging where possible



## Our Operations

### Affecting climate change

#### Our aim:

*To work with our partners on reducing our contribution to climate change by minimising the greenhouse gas emissions resulting from our offices and operations and protecting our business from the impacts of a changing climate.*

Climate change, triggered by greenhouse gases from burning fossil fuels, is arguably the greatest threat to the world's environment. Burtonwood Generator & Switchgear Services Ltd contributes to greenhouse gas emissions through the energy consumption of its offices for heating and lighting and through transport-related exhaust emissions. We also contribute indirectly to climate change by offering generating units and other products that need energy to manufacture and to operate; we address this through our approach to product design, development and communication. We are committed to reducing our impact through improving the energy efficiency of our offices and vehicles and by encouraging our customers to undertake energy conservation measures in their own premises.

#### We will:

- monitor, review and improve the energy consumption of all of our offices and progressively improve the scope and detail of our carbon footprint measurement
- understand the physical impacts and risks of climate change to our business including our offices, supply chains and transportation networks
- focus on reducing direct emissions as well as seeking ways to tackle indirect emissions, such as working with suppliers to reduce their carbon footprint
- recognising that we can't do this by ourselves, work with our suppliers, partners and peers on initiatives to drive action on climate change adaptation and the move to a low carbon economy

### Our goal for Transport

*To reduce the impact of our transport activities including product distribution and business travel.*

The volume of road traffic is growing rapidly nationally with widespread concerns about traffic congestion in and around urban centres. Traffic makes a major contribution to air pollution and climate change through exhaust emissions, and causes noise and nuisance at local level. Burtonwood Generator & Switchgear Services Ltd depends on road transport for distributing products to sites.

We are committed to reducing our own impact by making our service vehicles more efficient, and developing alternatives to road distribution where feasible.

#### We will:

- reduce emissions and energy consumption, in relation to the quantity of goods handled, through efficient logistics programmes and by using alternatives to road transport
- provide access to our products through the use of various shopping channels and transport systems
- develop programmes to reduce the impacts of business travel and employees travel to work, where appropriate

### Our goal for Waste

*To reduce the amount and impact of the waste generated by our business activities.*

Waste generated from our offices and other premises not only impacts on the environment, but also costs the business money. We are committed to reducing the amount of materials that we throw away, by recycling or re-using as much as possible. Where disposal is inevitable, we will do this in a responsible manner.

#### We will:

- identify our waste streams and work towards reducing and ultimately eliminating waste created by changing the way we generate waste and collaborating with our suppliers
- maximise the proportion of waste from our offices and other operations that is re-used and recycled
- ensure that all wastes, including hazardous materials, generated in manufacture, stores and other premises are segregated from other waste and stored and disposed of appropriately

## Our Customers

### Engaging our customers

#### Our aim:

*To ensure that we engage with our customers and respond to their needs by providing a wide range of products, services and information to enable them to avoid loss of critical power either from existing equipment or new installations.*

From internal and external market research we know that by increasing customer awareness of environmental and social issues this places expectations on us to offer information, products and services to help our customer base create more power efficient and reliable premises. We can support customers in finding affordable products to help them reduce their environmental impact, by providing the right information in a user-friendly format.

We all share a responsibility for ensuring that the relationship that we have with any of our customers, colleagues, shareholders, contractors or associates are conducted with the highest standards of honesty, integrity, openness and professionalism.

#### We will:

- talk to and listen to our customers in order to understand and respond to their needs for information, products and services
- make our products and services as affordable as possible by using our business strengths and buying power ensure that offices, products, services and information are accessible to our customers
- offer customers honest information, responsible marketing and useful labelling and in doing so inspire trust in our brand
- provide guidance on using products in an efficient and environmentally responsible way
- build on our range of services, for example by offering customers mobile generating products which help them to provide power to multiple or remote sites

