

Palmaris Services Ltd

Corporate Social Responsibility Statement

Introduction

We recognise that we must integrate our business values and operations to meet the expectations of 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.
- We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We shall be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.
- The Managing Director is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance on this policy rests with all employees throughout the company.

Our Corporate Social Responsibility Commitments

Values and Behaviours

Palmaris Services Ltd has developed a series of values and behaviours which provide the frame work of how we engage with our employees, stakeholders and customers. These values and behaviours help shape a strong culture throughout our organisation.

- Behaving with integrity, honesty, respect and empathy.
- Drive and Ambition to succeed and focus on results.
- Creativity & Courage we encourage new approaches to problem solving and decision making. Taking responsibility for our own decisions and fast thinking doing the right thing for our employees, stakeholders and customers.

Corporate Strategy Commitments

Employees

We see our staff as the key to our success. Our vision is to provide a safe happy working environment, encouraging team work to deliver customer excellence. We have a responsibility to look after our staff and encourage them to be take pride in the company they work for. Palmaris has grown rapidly in the last year and providing many different challenges to our employees. Our main priorities to staff this year are:

- Making sure all our systems and processes work properly.
The company have invested heavily in new IT systems. This hasn't gone without disruption or teething problems to our employees. We have ensured we provided our employees with support and training. Providing temporary alternative solutions & full training on new products.
- Delivering clear company policies and guidelines.
As the company develops new issues arise constantly. We are committed to providing easily accessible and understandable company policies. For example some of our remote employees were restricted to which training courses they could participate in. We have introduced a web based learning management system accessible to all of our employees & provision of iPad's where necessary.
- Building a safe, comfortable and healthy workplace.
To provide a happy working environment we must make sure we look after our employee's physical environment. Our head office has recently gone through some renovation works providing new office lighting to suit the environment, new carpeting, painting works, building works for our Alarm Receiving Centre, Landscaping & car park spacing and new signage for our exterior. We have appointed health and safety representatives and provide our managers with strategic health and safety plans and introduced health and safety courses to our learning management system. We take all measures possible to make sure our all our employees know what they need to do to work safely and who to approach for advice.
- Providing fair competitive rates of pay, rewards and benefits.
We carry out regular checks to ensure our pay rates are fairly distributed throughout the company and in line with our industry standard. We provide a number of benefits for our employees including: Pension scheme, healthcare, life assurance, personal accident insurance, bonus schemes and incentive schemes. We run an employee of the month award and employee of the year award. We run a cycle to work programme allowing our employees savings up to 42% on bicycles & many health benefits. We are also in discussion with several local shops hoping secure a deal that will benefit our employees with discounts.
- Promoting Equality and Diversity
We strive to develop and maintain a diverse workforce all of our employees have a responsibility to prevent unfair discrimination. We communicate our equality and diversity policy to all of our employees to help them translate it into working practice.
- Responding sensitively to organisational changes
Palmaris has recently went through rapid and turbulent growth and change to our business, during this time employee engagement is essential. We manage this with sensitivity, holding regular meetings and communications with our employees. It's important to us to know how our employees feel during this transition. We have improved on our communication throughout this period, introducing weekly company updates, new internet site, quarterly company brief meetings, ideas box, and

individual management communication. For continual development it is important our employees have a voice.

- **Developing our Talent**

We have a responsibility to nurture our talent to help us manage this we have introduced a performance and development system that ties in with our values and behaviours. Objectives are set and reviewed every 6 months. This sets clear goals and expectations encouraging employees to reach their full potential.

Customers

Our values and behaviours were developed to deliver our responsibility to provide exceptional customer experience. It has been our mission to do the right thing by our customers. Below are some examples of what we have introduced to change things for the benefit of our customers, current and future and what we plan to do.

- **Feedback**

Listening to our customers is invaluable. In the last 6 months we have improved customer feedback by introducing feedback forms on all installations. We have also introduced the use of iauditor an iPad based auditing system to measure KPI's for all of our supervisor visits. This information is collated and helps us understand where we can develop the customer experience

- **Help Desk Management**

This year we introduced CAFM (Computer Aided Facilities Management) Software to our employees. This has proved to be a great tool to help us schedule work, planned maintenance visits, issue work orders. It has also assisted us with speeding up our invoicing output.

- **Alarm Receiving Centre Upgrade**

We have invested heavily in the upgrade of our alarm receiving centre. We have refurbished the whole area to suit our new equipment. Increasing the amount and speed of our connections and providing in depth information to our customers. This new facility lets us provide a state of the art monitoring service to our customers.

- **Customer support**

We strive to resolve any customer issues first time round. We consistently review our policies and procedures to benefit our customer service. We have recruited to strengthen our customer support to make sure our customers speak to the people who have the tool, skills, motivation and authority to help them

- **Transparent Cost Policy**

We operate a transparent cost policy. We want to make sure our customers are absolutely clear on all the services they pay for. All of our costs are provided with a break down and our terms and conditions are readily available.

Procurement

In order for us to be responsible in our dealings with customers, we must seek to know the businesses that supply us with our goods and services are acting according to the same principles and standards as us. It is difficult to guarantee responsible behaviour but below are actions we have taken to be a more responsible procurer:

- **Subcontractor Approval List**
All of our subcontractors must be approved by our directors they have to pass criteria relevant to their services before they undertake any work for Palmaris Services Ltd. This allows us to gain tight control over the quality of service we provide.
- **Subcontract Monitoring**
All of our subcontractors are re-assessed regularly and are expected to meet our set KPI's. It's important that we work with our suppliers, where necessary to generate behavioural change or improve their performance. Our subcontractor must adhere to our code of conduct focusing on labour standards and environmental sustainability.

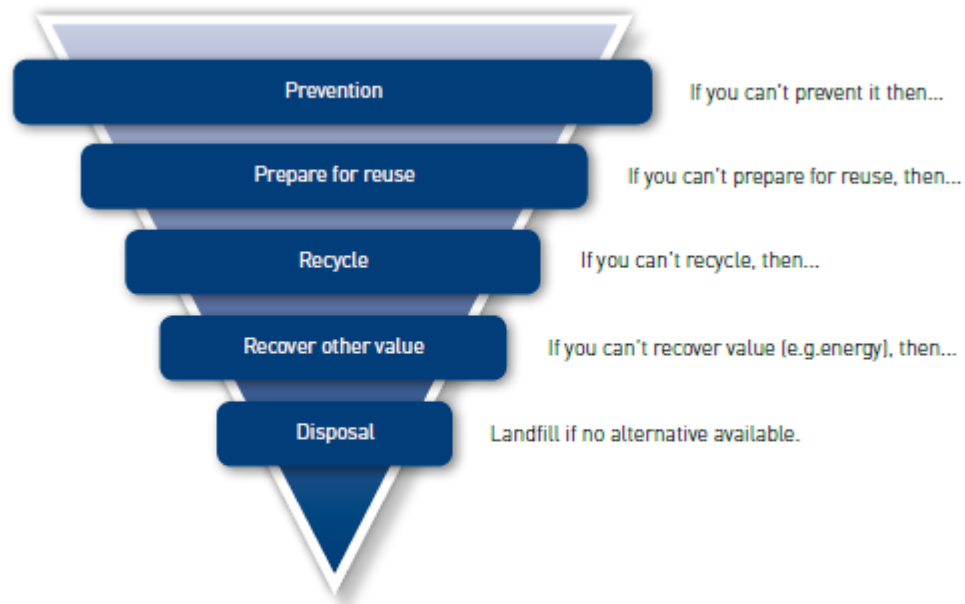
Environment

We are committed to building an environmentally sound business. Here are some of our objectives for the forthcoming year.

- **Carbon Footprint**
We are a two star, Carbon Footprint accredited company we put measurements in place to review the impact our activities have on the environment. Palmaris Services Ltd carbon footprint for 1st January 2014 to 31st December 2014 was calculated to be 147.70 tonnes of CO₂. The table below demonstrates the contribution of each element of the company's carbon footprint. We have set ourselves a target to reduce our footprint by 10 % for 2015.

Element	Tonnes of CO ₂
Buildings	47.24
Flights	0
Cars	100.46
Public Transport	0
Total	147.70

- **Waste and Resources**
We want to encourage a recycling culture throughout our business it is essential that we reduce the amount of resources we use, and that we reuse and recycle more of the things that we throw away. We use our Environmental Management System based on our ISO14001 accreditation. One of our targets this year is to become a 0 Waste Scotland. We are working on putting some of the following measures in place:



- **Measuring and monitoring**
We have procedures in place to understand how our business uses resources e.g. paper, office consumables. We have introduced as part of our KPI's a monthly report tracking our usage of paper, solid waste, water and energy. We review our supplier bills to keep track of this.
- **Reducing Measures**
Though out our sites we have introduced some measures to assist with reducing our carbon footprint.
Printing – All our printers are automatically set to print double sided on black and white.
Recycling – All our desk bins have been replaced with colour coded recycling bins. We have a WEEE (Waste Electrical and Electronic Equipment Scheme).
Lighting – We use energy efficient lighting throughout our premises.
Switch Off Policy – We encourage staff to switch off all electrical equipment upon finishing their working day. Including lighting, computers, photocopiers and printers.
Heating and Air Conditioning – We ensure our all our equipment is regularly maintained. We have a no energy waste policy where our staff are encouraged to switch the heating off when not in use.
Water – Our water systems are regularly maintained and we measure our water consumption.
Business Travel Emissions - Teleconferences/ Video Conferences are used where possible. We encourage staff to use public transport when possible. We encourage use of diesel vehicles. We have a cycle to work scheme for our staff.
Low Footprint Supply Chain's - As part of our subcontract approval procedure our suppliers must issue us with their environmental policy to ensure they meet our values and criteria.

Community

Our employees care about the communities in which they live and work. We aim to make a positive impact through the services we provide and through investing in the surrounding communities where we operate so that we can maximise the benefits and understand and manage the negative impacts of our business operations. Below are some examples of investments we have made into our local community.

Caledonia Centre, Ballieston

The former James Murray Centre in Ballieston had been closed for four years. The total refurbishment and re-opening of this community centre, now re-named the Caledonia Centre, re-establishes the community spirit in an area where it was sadly lacking. Various facilities such as computer rooms, boxing ring, and function area with stage and bar etc. were very much welcomed by the local community. This was funded from Paterson's Quarries Ltd (Palmaris parent company) at the cost of £132,000.

See <http://www.landtrust.demon.co.uk/projects.htm>

Summerlee Heritage Park, Coatbridge

Restoration of the Heritage Park culminating in a grand opening with HRH Princess Anne

Motherwell Athletics Club and various other local sports clubs/football teams

Sponsorship of their youth teams

The Variety Club

Donating half of the funds for 2 'Sunshine Coaches' sponsored by POG and Gartsherrie Engineering

Dykefarm Quarry

Creation of community Nature Reserve in partnership with Moffat & District Community Initiative
www.patersonsquarries.co.uk/.../Overburns%20Ad%20Final-SM.pdf

Beltmoss Quarry

Creation of new golf holes for Kilsyth Lennox Golf Club as part of quarry extension proposals

Bothwell Community

The construction of a new Cricket club for the local community

Traffic Calming Scheme on Vere Road, Blackwood

Weekly Dress down Day

Staff have the option to wear casual clothes every Friday with a £1 donation. We donate annual to various charities.

Annual Rob Roy Challenge

We have a team of staff who annually participate in the Rob Roy Challenge a 55 mile endurance test. All sponsorships are donated to various charities

Commitment Summary

We would like to finish this document by summarising the key commitments that we have outlined across each of our issue areas and those relating to talking to our stakeholders and performance measurement. Below is what we would have like to have achieved by next year:

- Talking to our stakeholders via structured dialogue
- Looking after our employees. Setting specific targets and action plans for each employee.
- Looking after our customers. Listening to their needs. Established targets for performance improvement. Provide a clear account of our responsibilities and action plans.
- Helping our suppliers live to our values. Communication at executive level with our subcontractors.
- Managing our Environmental Impact. Set specific reduction targets in relation to energy, transport, waste, paper and water.
- Our role within the community. Increase the number of charities and community projects we support.