

Corporate and Social Responsibility Policy Statement



WCS Group takes account of the economic, social and environmental impact in the way it operates as a business. Although Corporate Social Responsibility is a voluntary initiative, it is something we take seriously, and we aim to align our business values, purpose and strategy with the needs of our customers and intermediaries, whilst embedding such responsible and ethical principles into everything we do.

The elements of this Statement cover our approach in dealing with our customers, suppliers and the wider community to support reducing energy, manage water and energy use, reduce carbon footprint and environmental impact. Elements of this overlap with other Policy Statements (“Environment Policy”, “Sustainability Policy”, “Ethics Policy” for example).

Corporate and social responsibility regarding environmental protection

As a specialist in Water Treatment, Water and Air Hygiene, control and management, we are pre-occupied with safety, efficiency improvements, best practice and compliance – but not at any cost. Care for the environmental impact (direct and indirect) resulting from planning, processes and treatment which may affect health, wider wellbeing and the environment, are operating issues and responsibilities we take seriously.

Our Corporate Policy and Code of Conduct underlines our commitment to: -

- Consider environmental legislation, regulations and codes of practice when updating our policies and procedures;
- Protect the environment by striving to prevent and minimise our contribution to pollution of land, air and water;
- Keep wastage to a minimum and maximise the efficiency of plant, equipment and reuse of resources;
- Manage and dispose of assets responsibly;
- Provide training for staff in accordance with our corporate, social and environmental commitments and within an environmentally aware culture;
- Regularly communicate our environmental performance to our employees and stakeholders;
- Develop management processes to ensure environmental factors are considered during planning, implementation and analysis of results

How we plan and manage water treatment, hygiene, compliance, operational ‘set-up’ and running of plant and services directly, and indirectly, affects health, safety and the environment. Therefore, we aim to keep adverse environmental impact to a minimum.

The Directors will ensure that the company reduces environmental impact on the company by: -

- Incorporating, where practicable, Environmental issues into everything we do;
- Reducing all transport requirements wherever possible and manage our vehicle fleet to ensure that they are regularly serviced, appropriately maintained, and checked regarding emissions and fuel economy;
- Sourcing and buying in goods / services locally wherever possible;
- Requesting employees switch off equipment not in use;
- Keep paper usage to a minimum and recycling where possible;
- Sourcing recycled and environmentally friendly solutions wherever possible;
- Working with like-minded suppliers and partners who have the same corporate and social responsibility ethos and culture, and commit to maintaining a sustainable environment;
- We will consider working with Environmental specialists to advise on areas that are beyond our own capabilities.

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Corporate responsibility regarding the community

The Directors will also ensure that the company acts as a responsible and caring employer: -

- Active support for local and national charities;
- Encouraging volunteer work in communities and keeping fit and healthy;
- Active support and co-operation with local learning institutions;
- Undertaking voluntary business advisory services via professional bodies.

Corporate responsibility regarding customers

The Directors undertake to ensure the company deals responsibly, openly and fairly with customers and potential customers by: -

- Ensuring that all proposals, surveys and documentation are clear, informative, relevant, legal, decent, honest and truthful, and allow customers to meet their own Corporate Social Responsibilities requirements;
- Being open and honest about our products, services, technical knowledge, success and failures – telling customers what they need to know in a corporate, environmental and socially responsible way at all times;
- We will register and resolve customer complaints in accordance with our published standards of service, and acknowledge failings and under-performance frankly;
- We will operate in ways that safeguards against unfair business practices, and conform to our own Ethics Policy;
- We will avoid pressure selling techniques;
- We will listen to our clients, suppliers and partners – ensuring our offer and approach is relevant, effective and timely;
- We will adhere to our Equal Opportunities Policy, Quality Policy, Ethics Policy, Anti-Bribery and Corruption Policies;
- We will strive to benchmark and evaluate what we do in order to continually improve our competitive edge and effectiveness both as a business and a customer solution in the marketplace.

The Directors will also ensure that directors and senior management deal openly, responsibly and fairly with suppliers and partners by: -

- Ensuring we use the best suppliers for the job wherever possible;
- That we endeavour to pay on time;
- Don't expect discounts that could have a detrimental effect on their business.

The operational and ultimate responsibility for the commitment to our corporate social responsibility principles lies with the Directors of WCS Group. Every employee of the Group is expected to give their full co-operation to the above principles in their activities at work. Consultants or sub-contractors and visitors are also expected to share our environmental principles.

The effectiveness of the Policy Statement will be monitored and reviewed regularly by the Directors to ensure the company's perpetual improvement.



Phil Greenwood
Chief Executive Officer