



Built on Quality

## CORPORATE SOCIAL RESPONSIBILITY POLICY

### Objective

To aid Leiths (Scotland) Ltd Group operations and act as a guide to what the Group stands for, at the same time supporting customers while monitoring and ensuring its active compliance with legislation, and ethical standards. Our aim is to accept responsibility for the Group's actions and encourage a positive impact through its activities on the environment, consumers, employees, communities, stakeholders and all other members of the public.

### Scope

- To demonstrate these responsibilities through our actions within the policy, ensuring all employees will help maintain our business reputation.
- Managers are responsible for ensuring that their teams are aware of this policy and any future changes to this policy.

### Guidelines

- We recognise that our social, economic and environmental responsibilities are integral to our business and aim to demonstrate these through our actions.
- We are open and honest when communicating our policies, strategies, targets and performance and in our commitment to continued development.
- Where reasonable we will make resources available to fulfil our corporate responsibility.
- Ensure a high level of business performance while minimising and effectively managing risk.
- The values of honesty and fairness are upheld in our relationships both internally and externally.
- The Board of Directors are responsible for internal control and risk management meets monthly to discuss, review and support these controls.

### Customers

- We take seriously any feedback, complaints and compliments and where possible maintain open discussion to ensure we fulfil the requirements of this policy.
- We will record and resolve our customer complaints in accordance with our set standards.
- Contracts with suppliers have clearly agreed terms and conditions.
- We aim for total customer satisfaction by understanding customer needs and building on partnerships.
- We have always placed emphasis on providing high quality products and services for all our customers.
- We have operated a Quality Management System (QMS) in accordance with ISO 9001 since 1997. Our Integrated Management System (IMS) requires us to continually monitor and improve our quality and service.

### Community

- Our community involvement will identify and support local programmes and charities which reach across all social and community backgrounds.
- We aim to develop this through effective partnerships and programmes.
- We aim to keep communities notified of our developments and contracts that may affect them.
- As a family business it is of primary importance to employ local personnel whenever possible and to develop and train personnel.
- We endeavour to develop and utilise local supply chains.



## Environmental

- We strive to improve our environmental performance through implementation of sustainable development and environmental policies.
- The Group holds ISO 14001 and ISO 50001 registration.
- Our Environmental Management System has been installed to complement our Integrated Management Systems which is a natural progression for better overall management of our business. Our IMS encourages us to operate in a manner that is efficient, minimizing waste produced and becoming more environmentally conscious.

## Workplace

- We offer our employees clear and fair terms of employment and provide support to enable continued development.
- The Group operates an Equal Opportunity Policy for all present and future employees.
- Policies are in place to make sure that all employees are treated with respect and no harassment occurs in the workplace.
- The Group is managed according to strict professional standards.

## Health and Safety

- The Group holds ISO 45001 registration, we provide and maintain a clean, healthy and safe working environment.
- All employees are encouraged to raise concerns and have an opportunity to give feedback at the Health & Safety Meetings held at their site / place of work.
- We always aim at ensuring all works are carried out with due care and vigilance to both our staff and anyone affected by our works.
- Our IMS requires that all works not only meet our Health & Safety standards and guidelines but to exceed them.



Grant Milne  
CEO

**Leiths (Scotland) Ltd**  
**1<sup>st</sup> October 2024**