



Corporate Social Responsibility **Update 2017**



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1 Community Involvement & Development

We believe that the essential characteristics for successfully embedding Corporate Social Responsibility (CSR) into all of our activities is the willingness to incorporate social and environmental considerations into our decision making process and being willing to be accountable for the impact of those decisions and activities on the environment and society as a whole. We believe that behaving ethically is fundamental to establishing and sustaining legitimate and productive relationships with our partners and we understand the importance of CSR to the development and growth of our business.

We have adopted the principles of ISO 26000:2010 Guidance on Social Responsibility which provides us with a framework on how to show that we operate in a socially responsible way. This means acting in an ethical and transparent way that contributes to the health and welfare of society. The standard serves to clarify what social responsibility is, helps us to translate principles into effective actions and share best practice in social responsibility.

We recognize that we play a pivotal role in contributing towards growth and sustainability and we aim to conduct business in an ethical manner and seek to improve the regions and communities in which we work. This may involve the creation of employment and training opportunities, working with local enterprises and community groups or making the area more aesthetically pleasing.

Some of the community involvement projects we were involved in include:

Carroll Build donates bikes to families in need at Christmas

Working alongside One Vision Housing (OVH) and charity initiative Sefton4Good, we donated both new and used bikes that had been sent to waste. These bikes were refurbished to the highest quality and donated to local community groups, including Netherton Park Neighbourhood Centre, Liverpool Veterans and a local food bank.

Carroll Build help boost region's Independent Living offer

Carroll Build has embarked on an innovative programme of renovations to enhance One Vision Housing's (OVH) Independent Living service. We transformed derelict community centres in Sefton into bespoke, adapted homes for individuals or families who require assistance to live independently.

Sovini Golf Day raises valuable funds for homeless project

Proceeds from The Group's 2017 annual golf day are helping Liverpool's homeless into employment. The golf day raised £5,000 for Liverpool Homeless Football Club (LHFC) in September, as part of our ongoing partnership with the charity. The money raised is being used to support The Back Kitchen – a catering pod, run and managed by LHFC. The pod is being used as a training aid where people from vulnerable backgrounds can learn essential catering and customer service skills and gain qualifications to enable them to work in the catering industry. The donation has provided new equipment for the project and will help participants work towards their Level 1 and 2 Food Safety and Hygiene Certificates.

Carroll Group contributes to One Vision Housing's event

The Carroll Group participated in OVH's 'Tea at the Ritzwood' event, in celebration of Older Persons Day. The afternoon was held at Firwood Cricket Club and included fashion shows, live music and afternoon tea. Carroll Build donated champagne and flutes to the event, while OVH's Tenant Liaison Officer lent a helping hand as one of the waitresses for the day.

Carroll Build complete conversion of Brownmoor Community Centre

OVH owned a derelict community centre and had a need for adapted properties for people with disabilities. The Carroll Group were asked to convert the community centre into a two-bedroom bungalow adapted for disabled access and use.

Carroll Group supports Community Garden Project

The Carroll Group provided extensive support to one of our charity partners Brunswick Youth and Community Centre. Our staff volunteered to support the Community Garden Project and donated skips to aid refurbishment work at the centre.

We will continue to work with the Group's Customer Empowerment Team to support, sustain and strengthen the local communities, ensuring that all customers have opportunities to get involved. A schedule of Community engagement projects will be prepared each year, the effectiveness and success of which will be reviewed annually.




**Merry Christmas from
One Vision Housing**
Bikes donated from Carroll Group

2 Environmental Achievements

We have conducted Environmental Aspects and Impact studies to assess the impact that our activities have on the environment and as such have set ourselves a number of environmental targets which are monitored on an on-going basis.

We endorse the ethos of continual improvement and some of our environment successes include:



The Groups Carbon Footprint reduced by 41% in comparison with our base-year data, which saw a reduction from 9.34 CO₂ tonnes per FTE in 2010/11 to 5.41 CO₂ tonnes per FTE in 2016/17



Carroll Build recycled 100% of the 1,660 tonnes of construction waste which was generated during 2016/17 in comparison with WRAP Best Practice target of 80%



Environmental monitoring targets are also being developed to monitor our energy usage and fuel consumption. In support of this Carroll's intend to install Driver Behaviour Technology software in our vehicles, which provides real-time, verbal coaching that helps drivers understand exactly how they need to drive their vehicle to be both safe and efficient.



Carroll Waste has sets its own environmental target of recycling over 90% of all waste which it processes, both domestic and trade waste. The Waste Transfer facility is constantly monitored and regulated to ensure compliance with the latest environmental legislation.

3 Labour & Employment

The majority of Carroll's existing staff are based in the borough of Sefton, where our head office is located. In keeping with the ethos of giving something back to the community, the vast majority are recruited from unemployment.

The Carroll Group also offer an Apprenticeship Scheme and are seeking to recruit six new apprentices during August 2017, including: three joiners, two roofers and one Quantity Surveyor and have recently recruited an apprentice business administrator. All of our apprentices will enjoy a host of benefits, including: getting involved with community projects, enrolment on the Duke of Edinburgh's award scheme with expenses for equipment etc., one to one coaching and mentoring, and monthly support meetings with other apprentices to share their experiences.

We provide a safe and healthy working environment for our employees and our management systems have been assessed and registered to ISO 14001 Environmental Management Systems and OHSAS 18001 Occupational Health and Safety Management Systems. This was also recognised by the award of the RoSPA Gold Award for Occupational Health and Safety. The award, from the Royal Society for the Prevention of Accidents, is the highest accolade that can be achieved in this field. throughout the Group.



CARROLL
GROUP

RECEPTION OFFICE

AF13 FFH



ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007: The Carroll Group successfully gained registration to ISO 9001:2015 Quality Management Systems, ISO14001:2015 Environmental Management Systems OHSAS 18001:2007 Occupational Health and Safety Management Systems.

Mindful Employer

STS sign up to the Mindful Employer initiative. The initiative is aimed at increasing awareness of mental health at work, providing ongoing support for staff who experience stress, anxiety, depression or other mental health issues in the workplace.

Disability Confident

Disability Confident is a scheme that is designed to help recruit and retain disabled people and people with health conditions.

TPAS

The Carroll Group are adopting the framework of the TPAS Contractor Accreditation, ensuring all future projects or initiatives, including new build, are carried out with the support and involvement of tenants and residents that bring about positive benefits to communities. As a result of this commitment, the Carroll Group was shortlisted for the Northern Regional TPAS awards for Excellence in Contractor Engagement in April 2017.

4 Consumer Issues

In order to ensure that fair, factual and unbiased information is readily available, we have compiled a suite of policies and leaflets which can be accessed either from our webpage, at any of our offices or upon request. All corporate information is free from stereotypes and prejudice in relation to age, gender, religious belief, race, disability or sexuality. An Equality Impact Assessment is also undertaken on all of our policies to reduce any negative impact to any group or individual.

Outbound Customer Satisfaction surveys are conducted centrally, by the Group, to monitor the customer perceptions of the quality of works and services which have been provided. These surveys are conducted across all equality strands, to ensure there is no disparity or discrimination towards any group of customers.

All construction waste which is generated through our activities is transported to the Group's Materials Recycling Facility where the waste is mechanically sorted and separated to ensure that the optimum amount of waste is recycled and we have set ourselves a challenging target of recycling + 90% of all waste which we receive and process.

Carrolls Waste's environmental objectives are to dispose of waste in the most economical manner, while at the same time reducing our environment impact and offering professional and reliable customer service at a competitive price.

We endorse the ethos of continual improvement in environmental performance and as such have successfully achieved certification to both ISO 14001 Environmental Management Systems and OHSAS 18001 Health & Safety Management Systems that will benefit not only our organisation, but will also have a positive impact on customers, staff, stakeholders and the local community.

5 Organisational Governance

We will ensure that we continue to practice accountability and transparency at all levels of our organisation. We will undertake annual reviews of our Strategic Plans, CSR Action Plan and processes to ensure that effective arrangements are in place. We have developed and maintain a full suite of policies and procedures to ensure compliance with legal, regulatory requirements and best practice. We have a dedicated team who facilitate the Strategic Planning Process which considers both the internal and external operating environment.

Organisational Governance is achieved through practicing accountability and transparency at all levels of our organization, using leadership to create an organizational culture which uses core values of social responsibility when making business decisions. Processes include: Governance and Probity; Gifts and Hospitality; Business Assurance Committee; Probity Issues.



6 Fair Operating Practices

We are committed to promoting the highest standards of ethical business practice, from our recruitment and employment activities, through to the behaviours and procedural arrangements we expect from our supply chain partners. This includes being vigilant to the human suffering caused by those involved in acts of modern slavery and human trafficking activities. Our aim is for continuous improvement in this area and we will build on our existing strong emphasis on promoting employee welfare, stringent selection procedures and monitoring of our supply chain, through to our zero tolerance stance for any form of discrimination or Human Rights breaches.

We have developed our own Governance and Probity procedures which is supported by our Anti-Bribery Policy, compliance with which is mandatory. We have amended our Approved Supplier Questionnaire to include an element in relation to Corporate Social Responsibility. Suppliers will then be monitored to ensure they adhere to the terms of the contract relating to social responsibility. This could include: creating apprenticeships; creating permanent positions; education in school; work placements; assistance with the Community Fund; giving free of charge labour or supply goods and materials to certain schemes or community projects.

In Accordance with the Modern Slavery Act we have also included a requirement for prospective suppliers to provide us with a copy of their Modern Day Slavery Annual Statement and the Group have also nominated a Modern Day Slavery Champion.

Procuring goods and services locally

We have excellent working relationships with a number of local suppliers and partner Group member Sovini Trade Supplies, which enables us to access materials that may be in limited supply, at short notice.



**“Act as if what
you do makes a
difference.
It does.”**

— William James