

## Corporate and Social Responsibility Policy

**Corporate and Social Responsibility (CSR) to us at Lightning Fire Ltd (LFL), is defined as the integration of business operations and values, whereby the interests of all shareholders, customers, employees, the community and the environment are reflected in the company's policies and actions.**

### Commitment

We are committed to:

- Continuous improvement in our Corporate and Social Responsibility (CSR) strategy
- Encouraging our business partners to strive for matching performance
- Acting in a socially responsible way
- Continually improving our performance and meeting all relevant legislation
- Encouraging our staff to be mindful of the effect of their actions on any natural resource

### Purpose and Aims

- The purpose of the policy is to make clear to all stakeholders and shareholders what we mean by CSR and how we propose to work towards achieving it. This CSR policy applies throughout all of the procurement service and governs our approach to all our activities

In implementing this policy we aim to:

- Be responsible
- Offer our customers best practice
- Provide our staff with enjoyable, challenging rewarding and sustainable employment
- Strive to assist the community in whatever ways that we realistically can

### Standards of business conduct

- We recognise that good CSR embraces all aspects of sustainable development and the way we affect people through the company business operations
- We will assess which social issues have the most relevance to the contract
- We shall operate in a way that safeguards against unfair business practices
- We believe in a responsible approach to developing relationships between companies and the communities they serve
- When carrying out our business, in consultation with our customers and suppliers we will determine the environmental, social and economic issues
- We will continually review our policies and business practices to encourage engagement with all stakeholders such as our staff, our suppliers and our customers

## Corporate Governance

- We will share and declare information on personal and corporate conflicts of interest
- We are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards
- All the laws that regulate and apply will be complied with
- We endeavour to ensure that shareholders have confidence in the decision-making and management processes of the procurement service, by the conduct and professionalism of our staff. We do this by continually training and developing our staff
- All groups and individuals with whom we have a business relationship will be treated in a fair, open and respectful manner
- Competition will be reasonable and based upon the quality, value and integrity of the products and services being supplied
- Feedback on performance will be actively sought, and we will continually review all activities to ensure best practice is observed at all times
- We will allow our customers and vendors to give feedback on our performance and ensure that all customer comments are analysed, responded to and where appropriate, acted upon

## Environment

- Our objective is to endeavour to reduce our impact on the environment through a commitment to continual improvement
- We will continue to work with our suppliers to reduce their impact on the environment
- We do assess use and disposal associated with the main goods we use
- Our customers will be informed of the key issues involved in procurement so they can make informed purchases to reduce their impact on the environment
- We will ensure that paper products used come from forests independently certified as well-managed according to the standards of the Forest Stewardship Council (FSC), or from recycled materials.

## Equality and Diversity

- We aim to eliminate discrimination on any grounds and promote equality of opportunity
- We will ensure that our customers and staff are able to work together in confidence and be treated with respect by each party
- Our range of contracts will take account of the needs of a diverse customer base



Company Number 6484309  
VAT No 981 6220 16

Fire Detection Systems  
Fire Risk Assessments  
Fire Training  
Fire Extinguishers  
Planned Maintenance  
Reactive Maintenance  
Installations  
Emergency Lighting  
Nurse Call Systems  
Portable Appliance Testing

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## Sustainability

- A Sustainable Procurement Policy will be maintained that will set out the principles, policies and procedures on which sustainable business activity within Company will be based.
- The policy will act as a prompt to staff to consider sustainability as a factor in all purchasing decisions
- We seek to minimise the adverse environmental effects of people travelling to and from our offices

## Recent Initiatives

- A new staff appraisal system has been formulated and implemented (2016)
- Sponsorship of a local cricket club, Waterloo CC has been approved and LFL are supplying the 20/20 kit for the 1<sup>st</sup> and Under 19 teams' this season (2016)
- LFL have decided to support Rowans Hospice and the Managing Director of LFL recently cycled 500 miles and raised £600 for the Hospice and a further £600 for Waterloo CC
- A commitment to supply LED lighting as an environmentally and efficient energy management solution to customers has been implemented
- In conjunction with our key suppliers' we have used new technology within LED lighting products to further reduce environmental impact by utilising sensors so as to reduce energy consumption at all times



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### Impact on Society

- We will take steps to understand how we can most effectively support the needs of the local community and implement initiatives accordingly
- Our impact on the local and wider community will be understood and nurtured
- Dialogue with local communities shall be encouraged for mutual benefit

### Ethics and Ethical Trading

- We will ensure clear visibility through our supply chains, so we know where all our products are made
- Training will be provided to relevant people on environmental and social issues affecting our supply chains
- We will ensure that vendors uphold the workplace standards and behaviours consistent with the Company's requirements

### Biodiversity

- We actively encourage the use of sustainable practices in the maintenance of the Company grounds and premises

### Suppliers

- Suppliers will be worked with to help us achieve our policy aspirations in the delivery of our products and services;
- We shall encourage our suppliers to adopt responsible business policies and practices for mutual benefit;
- Suppliers are regarded as partners and we will work with them to help us achieve our policy aspirations in the delivery of our products and services;
- We are committed to ensuring that the welfare of workers and labour conditions within our supply chain meet or exceed recognised standards
- Where necessary, we will exert procurement pressure to ensure that all of our suppliers behave in a socially responsible way. This includes environmentally-friendly products and making sure that workers are treated properly;
- Where appropriate, our tender specifications include questions to reflect our desire for sustainable procurement;
- We hold regular meetings with suppliers to support these ideas;

We will continue to work with suppliers to:

- Promote more environmentally friendly products and promote these to our customers
- Reduce the amount of packaging and transit where possible
- Implement schemes to recycle products at the end of their life



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