



### **PK Services and PK Renovations Services are committed to:**

- ✓ Acting in a socially responsible way and meeting relevant legislation where applicable
- ✓ Encouraging our staff to be mindful of the effect of their actions both direct and indirect on the environment.

### **Our CSR Policy relates and links to our commitment to:**

- ✓ **Environment** – our continual improvement in environmental activities and processes coupled with minimisation of pollution and cost savings
- ✓ **Carbon Reduction** – working to reduce our carbon footprint
- ✓ **Eco-efficient** – Recycle – managing our customer's entire lifecycle of their old equipment in a more efficient manner, re-using redundant systems and managing the disposal and recycling of systems that are beyond their useful working life

### **In implementing these policies, we aim to:**

- ✓ Be socially and environmentally responsible.
- ✓ Be ambassadors of good practice.

### **Standards of business conduct**

- ✓ We aim to operate in a way that safeguards against unfair business practices
- ✓ We believe that a responsible approach to developing relationships between companies and the communities they serve, national or local, is a vital part of delivering business success
- ✓ We aim to be a good employer expanding our business and developing our staff to meet the needs of our customers.

### **Corporate Governance**

- ✓ We are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards
- ✓ All groups and individuals with whom we have a business relationship will be treated in a fair, open and respectful manner
- ✓ We review & develop our management processes to ensure that environmental factors are considered during planning and implementation.

### **Equality and Diversity**

- ✓ We eliminate discrimination on any grounds and promote equality of opportunity throughout our organisation
- ✓ We will ensure that our customers and contractors work together in confidence and are treated with respect by each party
- ✓ Our range of services will take account of the needs of a diverse customer base.

### **Sustainability**



- ✓ We aim to apply a best practice approach to all our processes that support the principles, policies and procedures on which sustainable business activity is based
- ✓ We seek to minimise the adverse environmental effects of people travelling to and from our offices and operate our vehicle fleet efficiently by reducing unnecessary travel.

### **Customers**

We deal responsibly, openly and fairly with customers and potential customers by:

- ✓ Ensuring that all our documentation about the business and its activities are clear, informative, legal, decent, honest and truthful
- ✓ Being open about our products and services and telling customers what they want to know
- ✓ Ensuring that if something goes wrong we will acknowledge the problem, deal with it and prevent any future recurrence
- ✓ We will listen to our customers in order to help us improve the products and services we offer to them.

### **Ethics and Ethical Trading**

- ✓ We will ensure clear visibility through our supply chains
- ✓ We will ensure that contractors uphold our standards and behaviours consistent with the Company's requirements.

### **Vendors (Suppliers)**

- ✓ We will use local vendors and contractors wherever possible taking into consideration their environmental performance and policies
- ✓ Where possible vendors will be encouraged to help us achieve our policy aspirations in the delivery of our products and services
- ✓ We will continue to work with vendors to reduce the amount of packaging and waste materials where possible.