



Policy ID: P10	Last Reviewed: 6 May 2026	Next Review: 10 January 2027	Version: 2.0
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## CORPORATE SOCIAL RESPONSIBILITY POLICY

### Introduction to Corporate Social Responsibility (CSR)

CSR refers to the way in which businesses regulate themselves in order to ensure that all of their activities positively affect society as a whole. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic and environmental impacts of what they do as a business.

MW Fire Ltd are committed to ensuring that any business undertakings are conducted as ethically as possible by following this policy.

### Who we are and what we do

We are a specialist company working in the Fire Prevention industry, providing and maintaining Life Safety Fire Systems, such as Fire Alarms and Aspirating Detection Systems. It is a family run business that aims to make its impact felt by delivering the best service possible and meeting responsible business obligations that respect workers, the environment and the planet.

### Looking after Employees

To keep ahead in a highly competitive industry, we employ a small team of productive staff, and use the services of vetted and trusted contractors in the field of fire installation. It is vital to maintain a solid team and this is achieved with training and yearly audits of our contractors.

- We are an Equal Opportunities Employer as per the Equality Act 2010, and we have policies to address the Modern Slavery Act 2015 and on Bribery and Corruption.
- We have a written Health & Safety Policy.
- We ensure that all supervisory staff including contractors are certificated to SSSTS or SMSTS. All operatives hold a valid skillscard such as CSCS but typically ECS.
- Staff training is arranged for working with IPAF equipment and using PASMA towers.
- Communicating training at work is typically done face to face on site and with Toolbox Talks, as well as involvement in any client led requests such as silica dust awareness.
- Staff are paid correctly and on time in accordance with the accounts administration agreed timetables. Wages exceed the national minimum wage. Contractors also follow agreed procedures and are paid promptly when the work is adequately completed.
- Human Resources are dealt with by the HR Manager Elizabeth Walker.
- Throughout the year we do have days out and teambuilding activities, for free.



### **Looking after Customers**

It is so important to look after our customers, to make sure that they have a positive and lasting impression of our business. It is in developing our close relationship with clients that we have built up repeat business that has allowed us in recent years to expand to a nationwide company and with offices in Carlisle and Aylesbury.

- Responding promptly to Client enquiries and concerns is our major strength and our lead strategy for improving Client satisfaction and maximising Client retention.
- We appreciate that virtually all our Clients have responsible policies in place that need to be monitored in order for them to maintain their ISO and other Environmental standards. In this regard we aim to improve our own SSIP paperwork and policies so that we can respond professionally to PQQ requests and avoid our Clients having to chase for standard evidentiary documentation.
- Our offices are staffed during normal working hours and we also provide an out of hours call number. An engineer is always on call to deal with any events and to reset the Fire Alarm System if needed – around the clock, year round (i.e. 24/7/365).

### **Suppliers' Standards**

We are increasingly being asked to select and vet our suppliers and to source our materials responsibly. In this regard we have become more vigilant and enquiring and have adopted some lessons from our Clients, such as asking from our suppliers if they have documentation in place to address the following:

- Modern Slavery Act 2015
- Do suppliers operate in line with the Bribery Act 2010
- Are local suppliers preferred
- Is there a commitment to paying their suppliers properly and on time
- Is there a CSR policy in place
- Last but not least, is there clear communication between suppliers and transparency regarding enquiries around business working practices

### **Community Engagement**

As a business, we like to look at the local communities where we are based in Aylesbury and further afield in some cases, to see if we can offer support which may benefit each other.

- We have been an ongoing sponsor of Medway United F.C under 15s, who wear our logo on their kit. We do make donations to local charities from time to time when deserving. We have also been a part of the Circus Starr initiative that arrange fun events for children.

### **Protecting the Environment**

We feel strongly that a commit to reducing our environmental impact is perhaps the most important thing after looking after our employees:

- We are a Lower Tier waste handler, registered with the Environmental Agency, reference number CBDL14272.
- We use an Upper Tier waste carrier to dispose of the likes of fire extinguishers or for anything that might be classified as hazardous waste.
- We recycle on construction sites wherever possible, this usually applies to separating metals, plasterboard, and spent canisters under COSHH.

- The types of materials used within the business, are CE or BSI certified and in most cases display the recyclable badge. When we undertake refurbishment or refits, these older stripped devices are collected for recycling. Fire extinguishers are collected back at the office and sent for recycling every few months.
- For promoting every day responsibilities and advice regarding environmental issues and concerns, this is usually achieved with training in the form of Toolbox Talks. For example office staff may be advised how to manage cleaning chemicals that are stored, for use in the toilet or kitchen, or in awareness to conserve energy from lights and computers. Whereas site based staff and Contractors, might be advised on how best to properly dispose of waste materials or to work within an on-time delivery system.

### **Management**

In addition to the goals outlined in this policy, MW Fire are also looking at ways to improve footprint efficiency in operational practices such as the hiring and use of mechanised plant (e.g. MEWPs) and in looking at the fleet of vehicles we use, that could be upgraded or replaced with friendlier types such as electric powered cars. We feel the point of having a CSR (Corporate Social Responsibility) document is to Regularly monitor the things that we have committed to, and to review how they are implemented so that a fair assessment can be arrived at. In this way, our measured achievements will become a business model to aspire to.