

## **1. Introduction to Corporate Social Responsibility (CSR)**

Corporate Social Responsibility (“CSR”) refers to the way in which businesses regulate themselves in order to ensure that all 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. Businesses should meet and aim to exceed any relevant legislation, and if legislation does not exist in a particular area, the company should ensure they carry out best practices anyway.

Barnsdales is committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

## **2. Who we are and what we do**

Barnsdales was established in 1905 and quickly established itself as one of the leading property consultancies in South Yorkshire. We have now grown beyond this, having offices in numerous different locations in the UK, and a team of over 60. We encompass a number of distinct divisions all within the Barnsdales Group offering specialist advice in the following areas:

Barnsdales – commercial property agency, property management & professional services & RICS compliant valuations (Red Book) throughout the UK

Barnsdales FM – a full facilities management service (hard and soft services) covering the whole of the UK

Regional Property Auctioneers – offering regular online property auctions; usually 6 times a year

We are people-focused, and our teams have the knowledge, vision and care needed to deliver real positive benefits to you, your organisation and most importantly your people without compromising on quality, scope, or value.

We’re driven by one goal: to make work better whilst delivering unbeatable value, insight, and success for our clients.

## **3. Looking after Employees**

We are committed to the well-being and continual development of our people, to continue cultivating and sustaining a workplace where employees are appreciated and valued, where each employee has a clear understanding of their role and how they contribute to the business.

We ensure that all employees are offered the opportunity for development based on their interests and talents within the business, a clear and focused personal development plan is

implemented which includes relevant training and consistent touchpoints, offering tangible progression targets.

We operate a meritocracy, where all employees are recognised and rewarded based on their performance, effort, contribution, and achievements.

We expect our employees to act with integrity towards one another and exercise a high standard of business practice and workmanship. We support diversity, fairness and equal opportunities and aim to involve and consult regularly with employees as to the direction of the business.

#### **4. Looking after Customers**

We aim to build long-term and meaningful relationships with our customers and stakeholders, ensuring we fully understand objectives, meet requirements, and exceed expectations. We aim to give fair value, consistent quality, and reliability. We aim to have the highest professional and ethical standards, and pledge to be honest, open, and transparent in all our interactions with our customers.

#### **5. Suppliers' Standards**

We aim to create and maintain strong relationships with key suppliers and contractors. We aim to choose suppliers who share our ethos in relation to employment practices, quality, and environmental controls. We have stringent vetting processes in place to ensure we engage with companies and/or individuals committed to maintaining best practices.

#### **6. Health and Safety**

We are committed to providing a safe and healthy working environment for all our activities, and to promoting a health and safety culture which focuses on maintaining the highest standards and adhering to Health and Safety requirements. We are committed to ensuring that our employees are happy and healthy at work so they can enjoy their time with their loved ones. This commitment extends to our relationships with customers and suppliers.

We have an extensive Health and Safety Policy which is annually reviewed, updated, and communicated to all employees.

#### **7. Protecting the Environment**

We are aware of our environmental impact as a business and have taken, and will continue to take, appropriate steps to mitigate this impact. This includes implementing an environmental policy which is reviewed annually and updated as appropriate and required. We set environmental objectives and targets, employ procedures, and provide training to ensure our employees and contractors understand their environmental responsibilities and can seek to improve our environmental performance.

We commit to reducing our environmental impact by encouraging greener transport, recycling where possible, working with suppliers and contractors who share the same environmental values as ourselves, and ensuring compliance with all appropriate legislation.

### 8. Community Engagement

We recognise and understand the significance of the local community within which we operate. We aim to enhance our contribution to the community by being sensitive to the needs of local people and groups, and by promoting ethical and socially responsible trading.

As a business, we are doing our bit to support local communities by:

Making monetary donations to local charities, youth groups and community centres

Supporting local charities by donating time (i.e., staff participation in volunteering days)

Supporting the surrounding community by employing local people and giving opportunities to young people from our local communities via apprenticeships and work experience.

### 9. Measurement

Barnsdales is proud to be certified by the British Standards Institute in the requirements of ISO 9001:2015. Our Quality Management System supports the continual monitoring and improvement of all aspects of our business. We are constantly looking at, and implementing, ways to improve our systems and practices to ensure a positive societal footprint.

Signed:



Name:

JASON BARNSDALE

Position:

MANAGING DIRECTOR

Date:

Nov 2022