

The Sussex Sign Company: [Corporate Social Responsibility Policy](#):

Nice people to do business with...

The Sussex Sign Company Limited operates in a responsible and sustainable manner.

Whilst the business is run in line with the expectations of its Shareholders, the organisation also sees corporate responsibility as a discipline that helps the team to manage risk and maximise on the opportunities presented to us in a changing world.

The Sussex Sign Company Limited takes its corporate responsibility seriously as an employer, manufacturer and consumer.

The Sussex Sign Company Limited is committed to understanding, monitoring and managing its social, environmental and economic impact to enable the organisation to contribute to a wider goal of sustainable development.

The Sussex Sign Company Limited aims to demonstrate these responsibilities through the organisations' actions and within our corporate policies.

The Sussex Sign Company Limited focuses on the organisations' Corporate Social Responsibility activities in the following key areas:

The Workplace:

The teams' ability to deliver first-class products and services is dependent on a talented and engaged workforce.

To this end, The Sussex Sign Company Limited is focused on making the organisation a place where people feel supported, can develop their skills, and have a clear understanding of the organisations' business objectives.

Team members receive a range of support programmes to ensure their general well-being is prioritised and that the Managing Director fulfils a duty of care for all team members.

These include, but are not limited to:

- flexible working policy
- family-friendly policy
- statutory parental leave and options for enhanced and unpaid parental leave.

The Sussex Sign Company Flexible Working Time Provision:

The Sussex Sign Company Limited appreciates that team members have many competing responsibilities in their life.

Examples of responsibilities away from work might include care commitments involving children or elderly relatives or Team members seeking a greater sense of wellbeing and reduced stress levels.

Flexible working frameworks – so far as reasonably practical for all parties involved include 'compressed hours', term time working arrangements and authorised unpaid leave for team members to attend predetermined dependant appointments / commitments (Sports Day, Parents Evenings, School Child drop off and collection) that do not impact their individual leave status.

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The Sussex Sign Company Limited is committed to ensuring that the entire business is conducted according to professional, ethical and legal standards.

To support this, the Managing Director has developed policies and statements including, but not limited to, Environmental, Quality, Health & Safety, Diversity and Training & Development.

These define and communicate what The Sussex Sign Company Limited stands for as an organisation, and to bring team members together under a clear common purpose.

The Sussex Sign Company's Apprenticeship Framework:

The Sussex Sign Company Limited executes a thriving and successful Apprenticeship Scheme.

Apprentices provide The Sussex Sign Company Limited with a skilled workforce to support growth of both the business and the individual, providing team members of all ages hands-on experience, guidance and qualifications, to help them develop real skills in their chosen career.

The organisation believes in the value of an apprentice's contribution to a business and, to reflect this, all the apprentices are paid more than the National Minimum Wage for Apprentices (£5.00 per hour or age-appropriate National Minimum Wage).

The Sussex Sign Company Living Wage Brighton and Hove Pledge:

Launched in 2012, the Brighton & Hove Living Wage Campaign aims to encourage local businesses to voluntarily pay all employees a decent hourly rate. Set independently and updated annually the Living Wage is calculated according to the basic cost of living in the UK and is the amount that allows a person to live, rather than just survive.

The new rate is announced every November during Living Wage week and businesses are given until 1st April to implement the new rate.

<http://www.livingwagebrighton.co.uk/employer-directory/>

Additionally The Sussex Sign Company Limited:

Operate an equal opportunities policy for all present and potential future team members.

Offer team members clear and fair terms of employment and provide resources to enable their continual development.

Maintain a clear and fair team member remuneration policy and maintain forums for team member consultation and business involvement.

Health & Safety:

The Sussex Sign Company Limited shall provide, and strive to maintain, a clean, healthy and safe working environment.

Providing a workplace where team members feel safe is not only a legal obligation, but a fundamental factor in building their engagement with the company.

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Through management intervention, and a culture that encourages team members to raise concerns about their workplace safety, the Managing Director aims to reduce the frequency of accidents.

This is supported for example, by the organisation's example Health & Safety Policy and external and internal training.

The Sussex Sign Company Limited's system of internal control and risk management is reviewed by external professionals on a regular basis.

The Sussex Sign Company Limited has successfully achieved the following accreditations in support of the abovementioned:

CHAS Certification
Construction Line Certification
The Construction Skills Certification Scheme (CSCS).

Our Marketplace:

Clients:

We are in business to deliver value to our customers. All that we do is aimed to provide first-class products and services and the best possible customer experience.

The team aims to give fair value, consistent quality and reliability.

The Sussex Sign Company Limited has a passion for excellence and takes pride in providing clients with innovative solutions in a timely manner.

The team aims for true client satisfaction by understanding our clients' needs and building partnerships

The Sussex Sign Company Limited terms and conditions clearly cover all contractual elements between the organisation and Customers.

The Sussex Sign Company Limited strives to operate in a way that safeguards both parties against unfair business practices.

The Sussex Sign Company aims to have the highest professional and ethical standards and to be honest, open and transparent in all dealings with clients.

Supply chains:

The Sussex Sign Company Limited aims to work actively with its suppliers who commit to the organisations' values, especially in reference to fair employment and good environmental practice.

The Senior Management Team recognises the importance of the supply chain and the team are committed to developing secure relationships based on mutual trust for mutual benefit.

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Environment:

The Sussex Sign Company Limited recognises the importance of understanding the impact of the organisations' activities on the environment.

The Sussex Sign Company Limited's objective is to endeavour to reduce the impact on the environment through a commitment to continual improvement.

The Sussex Sign Company is committed to the following:

To meet or exceed the requirements of relevant legislative, regulatory and environmental codes of practice.

To identify, reduce and dispose of waste arising from the organisation's operations in a manner that minimises harm to the environment and prevents pollution of land, air and water. *See TSSC: [Environmental Policy](#)

To reduce the consumption of energy and water and use renewable and/or recyclable resources wherever practicable.

To encourage the organisation's suppliers and subcontractors to implement good environmental practices and procedures which support our own objectives and targets.

To take responsibility for the maintenance and revision of our environmental policy, which is reviewed on a regular basis, in order to set environmental objectives and targets for continuous improvement, as the Managing Director recognises the need for sustainable development.

In addition:

The Sussex Sign Company Limited uses printing paper which is chlorine free and carries the FSC kite mark and which is compliant with ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 certified group

The organisation has launched internal initiatives to ensure team members recycle office waste.

E-invoices were introduced for all clients in 2017, which has reduced the organisations carbon footprint and print and postal costs.

With effect from 2016, The Sussex Sign Company opted to ensure that all newly ordered company vehicles have a CO2 emission of no greater than 160.

The following initiatives are also in place:

Production and Installation Departments: Recycling of all paper, cardboard and related materials.

Office and Design Department: 100% of the toner cartridges for laser printers are recycled, in partnership with the organisation's printer suppliers.

All Team members are encouraged to dispose of all paper waste in secure bins, 100% of which is recycled.

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Community and Communication:

The Sussex Sign Company Limited is committed to making a sustainable positive impact on the communities in which it operates and ultimately; better places to live and do business.

The Sussex Sign Company aims to make a distinctive contribution to inequality and social development through the establishment of effective partnerships and programmes that make best use of the energies and skills of our team members.

The Sussex Sign Company aims to be sensitive to the local community's cultural, social and economic needs - endeavouring to protect and preserve the environment wherever The Sussex Sign Company operates.

The Sussex Sign Company Limited wholeheartedly encourages community involvement across the organisation.

Building client engagement through local action not only distinguishes the Team from competitors, its many benefits include loyal clients and happier team members.

Helping to support charities and local causes promotes wellbeing for all involved and improves not only the neighbourhood but motivates team members and helps develop their interpersonal and team development skills.

The Sussex Sign Company's Charitable Pricing Model:

Registered charities receive discount on all products and or services by 20%.

The Sussex Sign Company's Charitable Donations Approach:

The Sussex Sign Company Limited current approach is to support our team members when they are fundraising.

This ensures consistency across the team and the same opportunities are available to all team members to support their individual activities.

Means of support include but are not limited to donated products and or services.

The Sussex Sign Company's Environmental Policy: explained...

Forming part of The Sussex Sign Company's Environmental framework - our waste commercial sign vinyl, substrates and unsaleable products are donated to local schools and community-based initiatives.

The Sussex Sign Company and Team Member Volunteering:

Team member volunteering scheme allows individual team members to claim authorised unpaid leave per year (pro-rata for part time team members) in addition to their allocated paid leave allocation.

Each team member's proposal is reviewed on a case-by-case basis.

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Sample of Team member volunteering initiatives include but are not limited to, 40 working hours undertaken for Littlehampton Churches Together Summer Camp 2016 / 2017 and uncapped working hours for the Royal National Lifeboat Institute - Crew Member responsibilities.

The Sussex Sign Company's Business Community:

The team are members of Business Network International (Royal Eastbourne Chapter), Newhaven Chamber of Commerce.

The Sussex Sign Company recognises that by being active within the local business community the opportunity for effectiveness of local relationship building is increased.

The Sussex Sign Company communicates these activities externally via the organisation's primary website, social media, local media and direct media marketing campaigns, and internally through weekly Departmental team meetings and Quarterly Team Briefings. This raises a sense of awareness within the company as well as acting as a prompt for team members to get involved in some of the programmes.

Industry Participation:

The Sussex Sign Company Limited engages in consultation with Government Regulators and relevant trade bodies on issues affecting the signage sector, related industry services and consumer protection.

The Sussex Sign Company is a Full Member of ISA-UK, the only trade association for the signage industry with the UK

The organisation engages with journalists and reputable research bodies on topical themes.



Norman Mayhew
Managing Director

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