


TSG

BUILDING SERVICES plc

Corporate Social Responsibility Policy



	IMS Document Title: Corporate Social Responsibility Policy		
	Department: Human Resources	Ref No: IMS-P-043	ISO: 9001 & 14001
	Approved By: Adam Thrussell	Issue: 1.0	Date: Jan 24

Corporate Social Responsibility Statement


Introduction

This Corporate Social Responsibility (CSR) Statement formalises in words how we manage our business processes to produce an overall positive impact on society. To us Corporate Social Responsibility means being a good corporate citizen and describes business behaviours, designed not only to deliver commercial objectives and meet legal requirements, but also have a positive social impact on our community and those communities of our customers, suppliers and providers of the services we supply. It is our desire to run a business responsibly and align our strategy with CSR goals so as to have a significant and positive impact both on the business itself and the communities in which the business operates.

Signed: 

Date: 2nd January 2024

Position: Chief Executive Officer & Owner

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Overview

TSG Building Services plc, an award winning multi-disciplined building services and construction company. We serve a large and varied client base including Architects, Developers, Consultants, Local Authorities, Housing Associations and the private market. We operate a number of divisions including:

- Servicing, maintenance and installations of domestic gas boilers
- Servicing, maintenance and installations of mechanical and renewables
- Servicing, maintenance and installations of commercial boilers
- Electrical servicing, maintenance and installations
- Property refurbishment
- New build

The prosperity of our business and of the communities within which we operate requires a commitment to the sustainable management of our activities. We have therefore developed a number of policies that affect and enhance all areas of our business, specifically:

- our Corporate Values;
- our Anti Bribery Policy;
- our Modern Slavery Statement;
- our Corporate Handbook;
- our Anti Money Laundering Policy;
- our Health & Safety Policy;
- our Equal Opportunities Policy;
- our Code of Conduct & Ethical Standards

We wish to adopt and commit to the principles and practices set out below.


Our Team

We are committed to the well-being and continual development of our people and to training our workforce, where employees are appreciated, valued and given regular feedback so that each employee has a clear understanding of their role and how they contribute to the business.

In 2021, we rolled out our Customer Service Initiative for our Servicing & Maintenance Division, where each month we award HERO of the month.

Not only has this been great incentive the employees, but also a chance for them to shine and be recognised for their great skills. They receive some great prizes and also our winner holds this fantastic award for the month

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 are proud to support Women into Construction. Our aim to involve and consult regularly with employees as to the direction of the business.

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Our Customers

We aim to build long term relationships with all our customers and other stakeholders by understanding their objectives as they evolve over time and meeting their needs. We aim to give fair value, consistent quality and reliability. We aim to have the highest professional and ethical standards and will be honest, open and transparent in all our dealings with customers.

Our Suppliers

We aim to create and maintain strong relationships with key suppliers and sub contractors. We aim to choose suppliers that share our ethos in relation to employment practices, quality and environmental controls. This will be communicated to all suppliers and potential suppliers.

Our Service Providers

We aim to create and maintain strong relationships with key service providers. We aim to choose providers who share our ethos in relation to employment practices, quality and environmental controls. This will be communicated to all providers and potential providers.

Our Health and Safety

We aim to achieve and maintain the highest standards of health and safety and provide a safe and healthy working environment for all of our activities. As well as several H&S accreditations, we have a current and effective written health and safety policy that is regularly reviewed and updated.


Our Environment

We have implemented an environmental policy appropriate to our business. We are aware of our environmental impact as a business and have taken and continue to take appropriate steps to mitigate that impact, including setting environmental objectives and targets, implementing procedures and providing training so employees and contractors understand their environmental responsibilities and can seek to improve our environmental performance.

Our partnership with Trees for Cities will assist us to engage with our clients, achieve corporate social responsibility objectives, all whilst creating a lasting green legacy for the future. This will also assist in contributing to tangible community projects with real social impact, along with TSG's employee volunteer scheme of planting trees, this will have a massive impact on employee engagement and wellbeing.

Our Community

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 promoting ethical and socially responsible trading.

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We actively support and donate to a local charity, Happy Days, Registered Charity Number 1010943.

Happy Days work with local communities right across the UK to provide vital respite breaks for individuals, families and groups who support children with a wide range of additional needs.

The young people they help range in age from 3 to 17. They come from many different backgrounds and cultures and suffer many different conditions. They offer help to those with learning difficulties, physical or mental disabilities, emotional challenges and those with acute, chronic or life limiting illnesses. They also help young people who have been abused or neglected, witnessed domestic violence, been bereaved or act as carers for a parent or a sibling.