

At Liftec we recognise that our business does not stand in isolation and that our customers, employees, suppliers, and the local community are all affected by the business and how we operate. We therefore take our corporate social responsibilities seriously and are committed to improving our systems to ensure we address all aspects of Corporate Social Responsibility that are relevant to our business. These include a positive ethical company culture, concern for employee health and safety, care for the environment, the sustainability of the products we use and community benefits.

We strive to maintain transparent communications with all parties who may have an interest in our activities including customers, suppliers and employees.

The Board of Directors takes ultimate responsibility for Corporate Social Responsibility and is committed to developing and implementing appropriate policies while maintaining a fundamental commitment to create and sustain long term value for the business and its employees.

As a company that is driven to provide high standards of quality assured services and products, our main aims are the talents and skill of our employees and minimising the impact that the business has on the environment that we inhabit.

COMPANY CULTURE

Liftec expects that all of its business is to be conducted to high ethical standards of business practices which apply to all dealings with employees, customers, suppliers and our neighbours. Employees are expected to act with honesty and integrity across all aspects of their employment. Our Code of Conduct is a clear communication that sets out the company rules, which all employees are required to comply with:

- Operate within the law and statutory requirements
- Discrimination or harassment of any kind will not be tolerated
- No bribes shall be given or received
- Conflicts of interest must be avoided
- Employees are encouraged and supported to report any suspected wrongdoings.
- Employees are required to maintain satisfactory standards of performance at work, a high level of quality, accuracy and diligence.
- Co-operation with colleagues and with management to ensure the maintenance of acceptable standards of politeness.
- Maintain confidentiality

EMPLOYEES

Liftec is an equal opportunities employer who encourages and promotes healthy work-life balance. It aims to find, keep and engage the highest calibre of employees and encourages their contribution and development.

Appropriate career paths and internal recognition programmes are developed for both technical and non-technical staff.

Employees are provided with numerous learning and development opportunities to fulfil their potential. The Lift & Escalator Industry Association, Liftec can apply for grants to enrol its staff on NVQ programmes. Liftec ensures continued development of its staff and encourages distance learning courses to underpin their practical skills.

Liftec demonstrates responsibility towards the Lift Industry in providing the development of a skill and knowledge pool for ongoing generations. Lift trainees are brought into the business that are mentored by Senior Lift Engineers and developed to qualify as skilled and competent Lift Engineers.

These development opportunities are structures to align with our organisational objectives and to help employees in furthering their career aspirations.

Liftec demonstrates that it values its employees through reward and recognition. A salary increase incentive is attached to percentage attainment and progress of study. The company also considers salary bonuses based on performance and commitment to providing a high standard of work. The development of staff and reward for good, results in improved operations and customer satisfaction. Liftec encourages social events for its employees to partake in and has teams competing in annual inter Lift Industry competitions for Football, Go-Karting and Golfing events. The company feels that these events give an opportunity for all staff to integrate and encourage cross departmental communication.

HEALTH AND SAFETY

Liftec has an appointed Compliance Manager dedicated to ensuring the implementation of minimising risk through effective policies and safe working procedures. All policies are reviewed at least annually and are in line with industry required standards and to statutory health and safety regulations. The safe working procedures are developed using industry standard safe working practices as well as experience from engineering staff at all levels to ensure that they are effective and practical in daily operation.

All new staff are inducted into our company, with a review of health and safety policies and safe working procedures within the first day of their employment with Liftec. Continued professional development and refresher training is managed through the use of regular Toolbox Talks in addition to specialist training. The significant volume of this training is carried face to face and virtually by the Compliance team; these meetings also ensure that current industry specific and general health and safety information is passed on to all our engineers, supervisors and managers in order to ensure that we deliver safe working practices and comply to any customer specific requirements.

Liftec integrated management system is reviewed annually by an independent external assessor on its Health and Safety performance and is compliant with industry standards.

ENVIRONMENTAL

Good environmental practice and the impact that our operations have on the environment are of great importance to Liftec. The main aim of Liftec's Environmental Policy is to comply with all applicable environmental legislation in all fields in which we operate and to adopt responsible and sustainable environmental practices. The full text of our Environmental Policy is available on request.

Where possible the business monitors its energy consumption, water consumption and waste management. We have taken positive steps to reduce energy consumption, such as better space utilisation and more efficient running of equipment and ensuring that we maintain a modern fleet of suitable company vehicles. We continue to monitor the vehicle market, to ensure that our fleet is well maintained and operating efficiently. In addition, we regularly review our Engineer's routes to ensure that they are, where possible maximising their time on site, as opposed to driving to and from sites. In addition, within busy city centres, we are reviewing the need to take vans within the area and developing more walking routes, which are both time efficient and minimise the company's carbon footprint around the city centres. Managers and Supervisors are now running hybrid as well as diesel vehicles to travel to and from sites and meetings, where it is not easy to use public transport.

Environmental waste management continues to improve with waste minimisation schemes mainly focusing on increased recycling and responsible waste disposal. All our engineers have been issued with spill kits to capture lubricant and spills of hazardous substances which are returned to the office for collection by a certified contractor for disposal. Any lift parts are disposed of at certified waste disposal sites.

Office based staff are clearly informed by recycling posters and are provided with appropriate recycling bins for paper disposal. All Liftec's employees have naturally adopted this recycling ethos and we encourage them to carry out the same behaviour away from the business.

COMMUNITY BENEFITS

Liftec recognises the significance of our communities and the role we have to play in it. We have established collaborative relationships with our immediate neighbours and have undertaken joint ventures in structural maintenance and using local labour to provide products and services for these projects.

Liftec also realises that the local population has much to offer in terms of providing highly skilled and qualified candidates in terms of employment opportunities and as part of its recruitment campaigns advertises directly into the local market.

We work hard to be good corporate citizens to support the sustainability of the business and continued employment of its staff through good business planning and cash flow management.

We offer our financial resources to support a local charity and have provided sponsorship to a local football team.

Where possible, Liftec will undertake to use local business to provide products and services that will benefit the continued growth of the local economy and reduce our carbon footprint.

We will continue to find ways to show environment and community stewardship – meeting the needs of the present without compromising the ability of future generations to meet their own needs.



Signed:

Jeff Nokes
Managing Director, Liftec Lifts Ltd.

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