

CSR, Social Value & Sustainability Policy



Policy Scope: This policy relates to all employees and subcontractors. It is particularly relevant to those responsible for purchasing and involved in public facing projects.

Novus Property Solutions Limited strives to deliver social value and be an environmentally responsible business. We appreciate that our activities impact upon the environment, our people, the communities within which we work, our customers and our supply chain.

To this end, we are accountable for minimising the negative impact of our operations by approaching our business aims in a responsible manner. We have adopted a holistic model which encompasses the four key areas that are affected by our operations.

These key areas may be summarised as: Marketplace / Workplace / Environment / Community.

We believe that a responsible business is built by acting sustainably across all areas of operations.

We are committed to the development of a truly sustainable business and to instilling our core values:

- ◆ **Marketplace Commitment:** Be innovative and customer focused in our marketplace approach
- ◆ **Workplace Commitment:** Support and develop our employees in the workplace
- ◆ **Environment Commitment:** Be more environmentally sustainable
- ◆ **Community Commitment:** Enhance the communities in which we work

Marketplace

In our marketplace, Novus aim to deliver – to both the public and private sectors – painting, building and maintenance services that are sustainable and customer focused.

- ◆ **Developing Relationships** – Developing long-term, mutually beneficial relationships with our customers and clients.
- ◆ **Best Practice and Innovation** – Improving our performance through the development of an innovative service that provides enhanced benefit to our customers and clients.
- ◆ **Supply Chain** – Securing our supply chain through positive interactions with our suppliers and sub-contractors, choosing partners with ethical practices and standards aligned to our own.
- ◆ **Support Local Economies** – Adopting a ‘think local’ approach to service delivery. All of our operational offices use local labour and local supply chains, where possible, including sub-contractors and suppliers.

Workplace

It is our responsibility to provide engagement and individual development opportunities for all our employees, applying our family-led business values and innovative thinking to inspire excellence in people. We aim to achieve this through creating a safe and engaging work environment, led by responsible management, where our people can develop, improve and excel.

- ◆ **Training and Development** – Working in partnership with CITB-Construction Skills to continually develop the skills and capabilities of our workforce to enable us to provide an enhanced service.
- ◆ **Health, Safety and Welfare** – Maintaining and promoting welfare within the workplace, while providing our employees with a comfortable and safe working environment at all times. Facilitating good health and safety practice, equal and fair recruitment, and positive employee engagement.
- ◆ **Employer of Choice** – We are a Disability Confident Employer Accredited Organisation and are continually improving our strategy for providing a flexible, supportive work environment, satisfying the needs of both our company and employees.

- ◆ **Equality and Diversity** – Promoting equality and diversity within our workplace by implementing processes to ensure that we are an equal opportunities employer and ensuring that our employees treat fellow employees, clients and customers with dignity and respect at all times.

Environment

We actively seek to deliver environmental sustainability through the management of all of our processes and activities in a way that eliminates or significantly reduces any negative impact upon the environment. Our processes that meet ISO14001 certification minimise any negative impact the organisation has on the environment.

- ◆ **Sustainability** – Delivering environmental sustainability through the management of all of our processes and activities in a way that reduces any negative impact on the environment.
- ◆ **Carbon Footprint** – Working within The Carbon Trust Standard framework to identify and implement methods for managing and reducing carbon emissions associated with our operations. Closely monitoring energy usage within our offices and fuel usage across our vehicle fleet with vehicle tracking technology.
- ◆ **Waste Management** – Minimising waste to landfill by closely monitoring and controlling waste streams via detailed management reports provided by our waste removal contractors.
- ◆ **Recycling** – Sourcing materials that optimise environmental performance by prioritising the use of products that are recycled, have a low carbon footprint and/or are capable of being recycled / re-used.

Community

We have substantial experience and a proven track record of delivering sustainable development within the communities we operate within and are actively engaged with local communities at every given opportunity. This allows us to provide a fully inclusive service where everyone is treated fairly and their individual needs are heard and, where possible, met.

- ◆ **Community Volunteering and Investment** – Utilising the skills and resources within our business to support community projects and charitable causes. Every Novus employee can utilise 8 hours of company time to volunteer their skills on community projects or charitable causes.
- ◆ **Charity and Fundraising** – Encouraging our operational offices and employees to support charitable causes. These charities can either be linked to the business through recommendations from clients and customers or they may be charities that employees decide to support on a personal level.
- ◆ **Employment and Training** – Providing employment and development opportunities for the local people in the areas we work, focusing on the long term unemployed and the under-represented, delivering both economic and social benefits to the community.
- ◆ **Customer Service** – Offering a service that provides excellent Customer Care and addresses the needs of all customers through our Customer and Community Programme

Responsibilities

All staff are responsible for ensuring that the minimum standards established within this policy are adhered to in line with their specific role and responsibilities.

This policy does not give contractual rights to individual colleagues.

Authorised by: 
Chief Executive Officer

Document History:

| Version | Issue Date | Review Date | Author | Comments |
|---------|---------------------------|---------------------------|---------------|--|
| 0 | October 2016 | October 2018 | Sophie Seddon | New issue |
| A | 1 st Aug 2019 | 1 st Aug 2020 | Sophie Seddon | New policy format, Sustainability added – replaces STR 007 |
| B | 20 th Nov 2019 | 20 th Nov 2020 | Sophie Seddon | This policy does not give contractual rights to individual colleagues. added |
| B | 20 th Nov 2020 | 20 th May 2021 | Sophie Seddon | No changes. Short review date due to restructuring. |
| C | May 2021 | May 2022 | Kevin Rhone | New policy format. |
| D | May 2022 | May 2023 | Kevin Rhone | Employer of Choice updated. |
| E | January 2023 | January 2024 | Kevin Rhone | Title change to incorporate social value. |
| F | January 2024 | January 2025 | Kevin Rhone | Reviewed and authorised by new Chief Executive Officer, Lee Hartley. |
| F | January 2025 | January 2026 | Kevin Rhone | No changes required. |