



Creative
environments

CSR POLICY



Commitment

As ONE Creative environments ('ONE') is a multi-disciplinary design practice, we recognise the significant impact our activities have on the communities in which we work and on the environment. We believe Corporate Social Responsibility ('CSR') is about understanding the business' impact on the wider world and how we can leverage this impact in a positive way.

We understand Corporate Social Responsibility involves protecting the environment and safety of people, conducting business in a socially responsible and ethical manner, supporting human rights and providing careers and working environments in which our employees can achieve their full potential and engaging, respecting and supporting the communities and cultures with which we work.

We recognise that, with our designs stretching across the UK and internationally, our actions affect a significant number of people, both inside and outside our organisation. We always consider them in our day-to-day activities and decisions, both on an organisational level and personally.

We strive to maintain the highest standards of ethical conduct and corporate responsibility and deliver, wherever possible, our stated aims with fairness and integrity. This approach is encouraged with our partners and stakeholders.

Standards of Business Conduct

Our business relationships

We believe that protection of the environment, high workplace standards, good health and safety and fair pay and employment conditions are all elements of a successful, professionally run business and contribute to its efficiency and productivity.

- We only use suppliers who meet our ethical standards.
- We always buy responsibly and obtain best value for our clients.
- Where possible we specify locally sourced materials and aim to involve the local business community as much as possible, to ensure shared ownership of the project.
- We will always specify building contractors who are signed up to the 'Considerate Constructors' Scheme' when reviewing the tender list, who care about the environment in which they work and act responsibly within the communities where our buildings are being developed.
- We believe collaboration is key to the successful delivery of any project and business relationship.

The Company has a policy not to offer, pay or accept bribes or substantial favours, which is supported by our Anti-Bribery and Corruption Policy. We recognise that pollution prevention, biodiversity and resource conservation are key to a sustainable environment and will effectively integrate these concepts into our designs.

Purpose and Aims

ONE is committed to maintaining the highest standards of integrity and corporate governance practices in order to maintain excellence in its daily operations and to promote confidence in our governance systems. As such, we have agreed principles and set goals to achieve our commitment.

The principles we adhere to are:

- Seeking to make a positive contribution to society, particularly within the communities in which we operate.
- Being committed to and promoting a workplace that adopts fair, honest and transparent working and corporate governance practices.
- Treating all stakeholders with the same level of dignity, respect and fairness.

- Complying with the law and regulations as an absolute minimum standard.
- We will advise our partners, contractors and suppliers of our Corporate Social Responsibility Policy and work with them to achieve consistency with this policy.
- Prohibiting improper payments or inducements of any kind.
- Reporting on our business in such a way that ensures stakeholders are properly informed of the business' true performance, risks and opportunities.

The goals we strive towards are:

- To be associated with trust, honesty, quality, professionalism and experience.
- To be represented by trustworthy and knowledgeable people.
- For our partners, clients and communities to trust us and value our opinions.
- To meet clients' existing and future needs affordably, ethically and sustainably.
- To deliver long-term value to investors, communities and our staff.
- To have minimum impact on the environment by:
 - Consuming less
 - Reducing waste
 - Achieving more for less
 - Reducing our carbon footprint
 - Respecting and benefiting our communities

Environment and Sustainability

We recognise that pollution prevention, biodiversity and resource conservation are key to a sustainable environment and will effectively integrate these concepts into our designs.

We are aware that our business activities impact on the environment and strive to protect and restore the natural environment by promoting sustainable development practices.

- Our priority is to design proposals that are sustainable by considering the social, environmental and economic impacts from the outset. For example, through activities such as 'advanced plant procurement' and contract growing, we also ensure our client receives best value for money whilst caring for the environment.
- We comply with regulatory obligations and act responsibly whenever designing new buildings and environments.
- Many of our developments incorporate a range of green features and have achieved the Building Research Establishment's Environmental Assessment Method (BREEAM) Excellent rating.

We continue our efforts to protect the environment by focusing on:

- Waste reduction, e.g. at our office local refuse collectors regularly take all our paper, plastic and aluminum waste for recycling.
- Specification of ethically produced products.
- Considered use of renewable energy sources.
- Continuously researching construction materials, methods and compounds and progressively replacing them with those that cause less damage to the environment.
- Working in partnership with national agencies to meet (or exceed) government legislation and industry best practice.
- Only specifying contractors that have signed up to the 'Considerate Constructors Scheme'.

Our environmental objectives:

- Continue to reduce our carbon impact on the environment to ensure our designs comply with the latest regulations, including current Part K, L & M Building Regulations and achieve the appropriate BREEAM rating if required.
- To have sustainable objectives at the centre of our thinking, both at work and when designing.
- Reduce the amount of paper and toner cartridges used within the office.
- Reduce the amount of CO₂ generated in our day to day business operations, including car sharing and cycle to work scheme.
- To appoint where possible, suppliers with an Environmental Management System in place and to purchase recycled, recyclable and ethically sourced products.

Communities and our Impact on Society

Involving and improving communities:

- Whenever we develop a scheme we will always endeavour to consult and discuss our plans with the local communities so that we can listen to their views and use these wherever possible to help influence the design of the project. Consequently, we work with all partners to ensure timely public consultation and engagement plans are in place.
- We strive to be inclusive in our design outcomes and ensure all our designs promote equality.
- As we continue to grow our business, we plan to always involve local communities in the development of our design and delivery solutions.
- On every scheme we will continue to ensure we extend its positive impact and act where we can to maximise the benefits. We aim to improve local people's lives, through employment, education, integration of services, improvement in service quality and the visual transformation of the area.

Community giving

All our staff are encouraged to give time to education teaching and community learning. Whether specific to a project, providing soft landings to a client/operator, providing apprenticeships, school work experience or speaking and providing papers on specific discipline subjects.

On a broader level we also sponsor various charities and organisations, ranging from local football teams to music festivals. We also provide 'free' design and implementation services to charities.

Community safety

Our projects are often at the heart of communities and we are mindful of our responsibility to ensure they are secure and safe. At the design stage, we liaise with the local police, to ensure that buildings and environments comply with 'Secured by Design' and discourage vandalism. We acknowledge community involvement and participation from initial design stage is perhaps the most successful way of achieving a sustainable, safe and secure long-term solution. We also encourage this approach with our clients and supply chain.

Our community objectives

- To continue to recognise the needs and desires of our communities and the diverse cultures our businesses affect.
- To explore employment opportunities for local people during the construction of our projects and where appropriate, specify this in our project specifications.
- Continue to ensure we only specify contractors who can support and deliver on either our or our clients' community targets.
- Identify measurable targets on projects, monitor and report on our performance against these and that of our suppliers who act on our behalf.

Human Resources and Employee Management

Committed to our staff:

- We recognise that our people are our greatest asset and key to continued growth and success and as such, our management practices promote personal and professional employee development, diversity and empowerment.
- We respect people's rights to fair employment practices, competitive wages and benefits, as well as providing a safe, family-friendly, work environment and we are committed to maintaining the wellbeing of our employees.
- We are committed to a policy of equality of equal opportunity and diversity in employment and recognise that this is essential to ensure the success and growth of the organisation. Every effort is made to select, recruit, train and promote the best candidates based on suitable for the role; to treat all employees and prospective employees fairly, regardless of race, sex, marital status, age, nationality, ethnic origin, religious belief, sexual orientation or disability and take a zero tolerance approach to any harassment, bullying or intimidation in the workplace.
- We will always strive to build trust, deliver mutual advantage and demonstrate respect for cultures, customs and values of individuals and groups.
- It is our policy to provide and make reasonable adjustments to accommodate disabled persons wherever business requirements will allow.
- The health, safety, welfare and wellbeing of employees is of paramount importance to us. A detailed Health and Safety policy is accessible to all members of staff and health and safety updates are distributed to the staff on a regular basis.
- Developing future talent is fundamental to ONE. We offer apprenticeships within the business, training and development is available to all staff, including the opportunity of sponsorship to achieve recognised professional qualifications that are relevant to our sector.
- Everyone is expected to ensure they undertake the continuing professional development (CPD) training required by their respective professional bodies. We provide both time off for study and contribute financially to help them achieve both their CPD and work specific training needs.
- We are 'Investors in People' and we are assessed every three years to maintain this standard. Our current accreditation expires in 2021.
- To help further improve conditions for our staff we offer the following incentives: Childcare Voucher Scheme, Cycle to Work (tax free bike scheme), flexible work conditions and support with car sharing. We have a range of policies to support a positive and fair working environment such as health and safety and equality and diversity.
- All staff undertake a CSCS test and have the required CSCS cards applicable to their job roles.
- We will apply fair labour practices, while respecting the national and local laws of the United Kingdom.

Our staff objectives

- To continue to look for opportunities where staff at ONE can make a positive contribution to help local communities.
- Continue to act responsibly within the workplace, having due regard for the environment by sharing vehicles when travelling to meetings, switching off electrical appliances/lights when not in use and only printing essential correspondence.

(This policy is contained within ONE's Company Staff Handbook.)