

CORPORATE SOCIAL RESPONSIBILITY POLICY

Introduction to Corporate Social Responsibility (CSR)

CSR refers to the way in which businesses regulate themselves in order to ensure that all of their activities positively affect society as a whole. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic, and environmental impacts of what they do as a business. Businesses should meet, and aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, the company should ensure they carry out best practices anyway.

Newman Landscapes Ltd are committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

Who we are and what we do

Newman Landscapes Ltd is an environmental company dealing with Ground Maintenance, Tree Surgery, Invasive Species, Hard and Soft Landscaping and Winter Gritting services.

Our Mission for our customers is “Newman Landscapes cares about being able to manage all our customer needs and their environmental expectations. We want to make all our customers feel valued and make sure that our services brighten up their day and is a stressless experience”.

Looking after Employees

- The Croner Group helps Newman Landscapes manage our standard in H&S and legislation by updating us on a daily matter.
- We pride ourselves in treating our staff like family and exceed legislation such as Equal Opportunities Employer as per the Human Rights Act 2010. Our Modern Slavery Act Policy ensures equal rights for all staff and we practice a above minimum wage principle.
- At our premises there is noticeboard with all the H&S information displayed for the employees and, new employees will have a full H&S induction on their first day.
- All staff have their own training matrix which is reviewed when they have their appraisals.
- All staff have a “toolbox talk” on a weekly basis to discuss any positive or negative feedback. This is shared with them to continually optimize our operations.
- Remuneration packages – paramount that staff paid correctly and on time; the wages meet/ exceed the National Minimum Living Wage; the employees get a pension.
- All HR matters / issues are assisted by The Croner Group and we confirm with them before any action is taken.
- Twice a year the company goes out for a team building meal.



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Looking after Customers

- Newman Landscapes conducts regular customer satisfaction surveys to achieve or exceed the minimum targeted retention rate of 95%. Our current 98% retention rate provides a cost-effective service, but high standards remain our priority.
- Make sure that the sites are checked by the contract manager and that the customers receive the real-life feed form the PDA. Clear communications build strong relations.
- All customers are emailed their work schedules and dates of visits before we go on site, including the specification of what needs to be done. This is followed up by quarterly visits from the contract manager.

Suppliers' Standards

- All our suppliers have evidence that they adhere to the Modern Slavery Act 2015.
- All our suppliers operate in line with the Bribery Act 2010.
- All suppliers we are committed to are paid properly and on time.
- Being committed to clear communication with suppliers.

Protecting the Environment

- Our commitment to reducing waste and move to recycling is moving in the right direction. All green waste is separated from grass and green waste and taken separately down to the green waste farm Gibson Farm Bulkington. This is where they will recycle it all. For general rubbish we have two bins that take plastic and the other general waste. When littler picking the team carries two bags so they separate when collection it all.
- At the HQ there is water saving in place where staff fill from 2 x 1000 litre IBS container of water to wash vans and to use for spraying. This is connected from the roof guttering and filled up from rainwater.
- We are encouraging greener transport by promoting any of the following:
 - o Encourage staff to walk, cycle, car share or use public transport to get to work if possible.
 - o Encourage staff to use greener fuels in their personal vehicles if possible.
 - o Any company vehicles (such as delivery vehicles, plant/ machinery, or company cars) should be as energy efficient as possible.

Community Engagement

- Newman Landscapes supports the Woodland Trust and local Wildlife shelter financially. Due to the majority of our work being outside, we see our daily task to be helping the community. It could be cutting down a shrub for a local resident or even returning a lost dog to its owner.



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Measurement

There is a quarterly meeting regarding all the above and this is discussed with management.

David Newman
Managing Director

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