

Corporate and Social Responsibility

R&M Williams Ltd recognises its responsibility to all business stakeholders, whether employees, suppliers, customers, investors or members of the local community. The Company has developed a number of key strategic policies in the areas of :

Health and Safety

The Company's statement of general policy is as follows:

"An assessment has been completed of the significant health and safety hazards posed by the organisation's activities and an appropriate set of health and safety arrangements are in place to control these hazards. The implementation of these arrangements is monitored and reviewed on a regular basis with action taken to redress any deficiencies and ensure continuous improvement."

R&M Williams Limited holds Certificate No. 14128264 and operates an Occupational Health and Safety Management System which complies with the requirements of ISO 45001:2018

Health and Safety information is communicated to the workforce via Safety Induction training sessions along with topics being regularly discussed at Health and Safety Committee meetings.

Environmental Management

The Company recognises its important role in conserving the environment for future generations and aims to pursue a sound environmental strategy through the implementation of its environmental policy and by setting annual environmental objectives and targets measured against our Continuous Improvement Programme. The Company has achieved compliance to ISO 14001:2015

The responsibility for implementing the environmental policy lies with the management team, assisted by employees at all levels. The Company will encourage staff training and development to ensure that commitment to the policy can be fulfilled.

The main tenets of the Company's strive for environmental excellence include:

- the prevention of pollution
- a reduction in energy consumption
- a reduction in waste generation
- an increase in the use of sustainable materials

Recycling is given high importance within the organisation. Further information can be obtained from: <http://www.wasteconnect.co.uk>

Continuous product improvement has helped the Company to stay at the forefront of environmental initiatives such as Eco Homes and The Code for Sustainable Homes.

Procurement

In line with the Company's environmental objectives, the Purchasing Team make every effort to forge relationships with like-minded suppliers to ensure responsible procurement. The Company is committed to sourcing all timber related products from legal sources. It is imperative that the supply chain demonstrates an improving program of sustainability with, where possible, auditable independent certification.

Customer Satisfaction

Delivery performance statistics and customer facing issues are regularly discussed at a weekly Key Performance Indicator (KPI) meeting. A dedicated Customer Service team provides the focus for a customer's initial contact with the Company.

Employee Development and Training

The Company is committed to developing staff through in-house and external training measures in order to allow duties to be performed effectively. An annual Appraisal Scheme formally assists in identifying critical training/development requirements.

Signed:



Name: Mark Williams Position: Managing Director

Date: 14/01/2024

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R&M Williams is a trading name of R&M Williams (Holdings) Ltd.

