



## **Corporate Social Responsibility Policy**

### **Executive Summary**

Our Corporate Social Responsibility Policy affects almost everything which the company does, and everyone with whom the Company has dealings. It reflects the ethos Colin Barr Associates Ltd.

Our aim is to act responsibly in the way in which we do business, not only in respect of our work with clients and suppliers, but also in regard to our place in the community.

We see ourselves as a leading supplier of process improvement services, including Lean and Six Sigma methodologies, to a wide range of clients in many sectors both public and private. We aim to align our Corporate Social Responsibility Policy with our business planning and strategy development such that we maintain high standards of service to our customers.

We are inclusive in the formulation and operation of our Corporate Social Responsibility Policy and invite input from our Associates and Directors in the definition and operation of that policy.

### **Detailed Policy**

#### **Standards of Business Conduct**

We have established working practices to ensure that all our Associates conduct business to the highest possible ethical standards, as well as meeting their legal and professional requirements. Our standards are detailed below.

#### **Clients**

Our philosophy is "the client comes first". Our aim is to be the best supplier of the services that we provide in the UK. We wish to conduct our business in a way that customers can completely rely on us. We want our clients to be confident that they are receiving a top quality service, delivered cost-effectively, to the highest ethical standards.

This has been our philosophy since the company was formed and we believe it has played a vital role in the maintenance of our reputation as a small but leading UK improvement consultancy.

An important part of maintaining our reputation is to keep in very close contact with our clients. We will continue to listen to them, find out where their businesses are going, and try to understand their needs. We are able to react quickly to clients' changing requirements, and to provide them with a wide range of services.

We welcome discussions about our levels of performance. Continuous improvement is at the heart of how we run our business. We have a very high client retention rate, and strive to ensure that all customers are more than happy with the service that we give them.

**Associates Protection**

We recognise the vital importance of our Associates in providing services to clients. We recognise that our Associates work in office, home, and operational environments. We are committed to supporting our Associates by only having them work in safe environments and have developed an EH&S policy reflecting this.

**Equality and Diversity**

We are committed to equality and diversity in all of our employment practices.

**Human Rights Policy**

We strongly believe that we should conduct our practice so as to respect all fundamental human rights, both as embodied in the Human Rights Act and the United Nations Universal Declaration of Human Rights.

**Suppliers**

We have long term and close working relationships with our key suppliers, who are important for the health of our business. We have practices in place to ensure that suppliers are paid promptly, and are treated as we would expect to be treated ourselves.

We are clear in our dealings with suppliers, ensure that proper paperwork is always put in place for orders, that deliveries are checked, that any problems are reported immediately to the supplier, and that the supplier is paid promptly in accordance with agreed terms. All this ensures that our relationships with suppliers are smooth, and the level of trust is such that we can call on suppliers for assistance at short notice if it is ever needed.

**Community & Charity**

We recognise our place in the community, and strive to be good corporate citizens and this is part of our policy for the protection and enhancement of our reputation.

We do not make donations to political parties, or political organisations.

We do, however, make charitable donations on a monthly basis and also on occasions where special needs are highlighted.

**Environment**

Our environmental policy reflects the fact that we are committed to good environment practice as part of our approach to Corporate Social Responsibility. We aim to minimise our impact on the environment wherever possible, including, in particular, the use of energy, disposal of waste, and materials used. As practitioners of improvement methodologies such as Lean we are only too aware of the implications of waste.

**Overall Objective**

The purpose of the document is to set out clearly our policy on Corporate Social Responsibility, so that it operates through all aspects of our business. We recognise that our position in the community, the way we deal with clients, customers, employees and suppliers, goes far wider than the simple delivery of process improvement services.

Associates, clients and suppliers are invited to provide feedback on our policy and on our operation of the policy as we are constantly striving to improve it.

(Signed on Original)

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Colin Barr  
Managing Director  
Colin Barr Associates Ltd  
This Revision - Dec 2008

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