



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.

George Taylor & Co. Lifting Gear Midlands 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

George Taylor & Co. Lifting Gear Midlands (Ltd) – known as GT Lifting Gear - are a private, family owned business with operations in England, Scotland and the United Arab Emirates. Established in 1974 the Management and Staff of George Taylor & Co. Lifting Gear (Midlands) Limited, are fully committed to supply lifting, marine, material handling and hoisting products of high quality and to ensure a first class customer service. We are constantly measuring Customer satisfaction, and always striving to improve our service.

Looking after Employees

Every member of staff is a vital part of our team. The health and well being of the staff is of paramount importance to us. By following best legal and human resources practices we strive to maintain the relevant and appropriate work life balances for staff and comply with the Human Rights Act 2010 and Modern slavery Act 2015.

Remuneration for staff always exceeds the governmental national living wage guidelines and with a complete pension and HR advisor system employed and contracted to support the staff.

Looking after Customers

Customer retention and customer satisfaction is the key to building the success of our brand and our Company. The Company reviews each month the data collated from each applicable department that reflects towards our annual targeted goals for successful order completion and on time delivery which is now set at 98% success rate.

There is a continuous review of customer feedback and implementation of any decided actions and/or findings where applicable at our monthly QHSE meetings.

Face to face and telephone meetings are arranged with internal and external sales support staff from the Company to pursue existing and potential customers. Valuable feedback is reported and documented for a clear and visible trail to support ongoing positive customer relations.

Suppliers' Standards

The GT Lifting Gear Company has a positive and supportive supply chain.

Suppliers are monitored and audited by internal and independent third party companies where appropriate.

The assurance to comply with appropriate legislation covering Child labour, Modern Slavery and relevant prohibited chemicals and Bribery acts is key to our approval of any part of our Supply Chain.

Local businesses and contractors are the preferred route for GT Lifting when dealing with internal needs.

The help and assistance we offer to those key suppliers is always prompt payment with clearly defined time frames.

It is always helpful for GT Lifting Gear to work with other like minded contractors and suppliers who have such CSR policies in mind when controlling and running their own businesses.

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Protecting the Environment

A clear and well documented environmental policy is always in place and guidelines are built into our working practices within GT Lifting Gear.

Weekly collections of all recycled and general waste are arranged to ensure that a clean and tidy workplace is maintained. There is staff guidance given to identify the extra recycling contributions every staff member can make with regards to incoming packaging and the opportunities for us to reuse and recycle where possible.

Waste receptacles are positioned in all office and warehouse environments to assist with continuous assessment and maintenance of our waste collection.

Solar panelling has been invested in at our Head Office in the UK that covers more than 5000 square feet of roofing. This 10 year investment plan helped us to move towards a near zero emissions balance between generation and usage of electricity in that facility.

During modernisation of our facilities in 2017 Electric power charging points for vehicles were fitted and any staff member who wishes to utilise these points can now do so without charge or impact to governmental HMRC policies.

LED lighting is used wherever possible and is continually invested in the office and warehouse working environments.

Cycle schemes have been offered and where company vehicles are purchased or leased – environmental considerations concerning emissions and cleanliness are at the forefront of staff choices.

Community Engagement

GT Lifting Gear has always looked to support local and national charities through fundraising and sponsorship ideas.

Annual coffee and cake days are held within the offices for Cancer support nurse charities along with fancy dress days for similar charitable foundations.

Contributions are regularly made to help support local individuals and companies when opportunities arise.

We have been proud to contribute to the running of local junior cricket clubs within Four Oaks alongside the sponsorship of local Walsall junior football club kits and running costs.

Local and loyal staff are at the centre of this community support.

Measurement

These detailed measures are not without review. They are included in our thoughts and analysis when reviewing our annual company targets and the Senior management are responsible for the ongoing upkeep and support of our community and social contributions.

Dated: June 2020

Marcus Curry

Managing Director