



Corporate and Social Responsibility Policy

At Coolair Services we strive to provide the highest standard of service to the air conditioning industry. To do so, it is essential that we maintain a positive environment for our employees, customers and suppliers. We have therefore developed a CSR policy that refers to our responsibility toward our environment. It is our social responsibility to give back to the world just as it gives to us.

Scope

This policy applies to our company and its subsidiaries. It may also refer to suppliers and business partners.

We aim to be a responsible business that meets the highest standard of ethics and professionalism.

Staff/people

We are committed to the well-being of our staff, their development and are committed to their training. We are constantly giving our workforce appraisal feedback so that each employee has a clear understanding of how they contribute to the business.

We expect our employees to act in a professional manner and exercise a high standard of business practice and professionalism at all times.

To support diversity, fairness and equality we aim to ensure all our employees are treated fairly, respectfully and without prejudice, so they are able to maximise their full potential, and do not commit or are not subjected to unacceptable and unlawful acts of discrimination. (*See Equal Opportunities Policy*)

Customers

We aim to build long term relationships with our customers by understanding their objectives and requirements and meeting their needs.

We aim to have the highest professionalism and quality standards and will be honest, open and transparent in all our dealings within the market place.

Suppliers

We aim to create and maintain a strong relationship with all suppliers and contractors. We aim to choose suppliers that practice ethical employment practices, quality and environmental controls. This will be monitored for all suppliers and potential suppliers.

**Health and Safety**

We aim to achieve, maintain and monitor health and safety practices and provide a safety working environment for both our staff and customers. We have a current and effective health and safety policy that is regularly reviewed and updated accordingly. (*see Health and Safety policy*)

Environment

We have implemented an environmental policy into our business. We are aware of our environmental impacts and have taken and continue to take appropriate steps to monitor, reduce and communicate so that our employees, customer and contractors understand their environmental responsibility and can take actions in how to improve our performance.

The Community

We recognise and understand that our actions can impact the local community within which we operate. We aim to enhance our presence within the community by being sensitive to the needs of the local people of ourselves and our customers.

We actively support and donate to Manchester Magic and Manchester Majestics Basketball Teams who are a non-profit local sports team.



John Gay

03/01/2020