



## Corporate & Social Responsibility Policy

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### 1.0 Introduction

Goldcrest Cleaning Limited is built on solid foundations with a caring ethic and devotion to the welfare of all its employees. The main priority of Goldcrest Cleaning Limited is to provide our clients with a high level of service and having said that, we also believe that our company should be aware of the impact that the business has on their staff, the environment and society.

The following policy has been adopted by our Management to show how we feel our business incorporates these issues.

- Clients – we endeavour to maintain open and honest working relationships with our clients. Agreed service levels and job specifications are reviewed on a regular basis to ensure that we are meeting the needs of the client and ergo maintaining high levels of customer satisfaction.
- Environmental Issues – we try to ensure that our impact on the environment is minimized by reviewing the way we conduct our business, the materials we use, the power and energy we consume and the waste we produce.
- Health & Safety – it is important that we provide a safe working environment for all our staff and we encourage people to bring any potential problems to our attention as soon as possible. Our company believes it is important to have a member of staff with NEBOSH accreditation and that they familiarise themselves with all our contracts so that they can answer any concerns raised. All our staff are given on-site Health & Safety Training on their first day of work so that they are aware of their responsibilities and how problems can be resolved.
- Staff – the company's reputation is based upon the quality of our staff. Staff welfare is a high priority for Management and this in turn leads to a settled and efficient workforce that produces high standards for our customers. All our staff are permanently employed and paid more than the National Living Wage. Training is always offered to our staff so that they can increase their potential within the company.
- Society – as a business we feel that it is important that we put some of our energy back into local the community and society as a whole. We are always interested in ways that we can achieve this and we encourage our staff to do the same. On a national level, we donate funds for every successful proposal we issue to Molly Olly's Wishes, a charity helping both emotionally and financially the families of children coping with life threatening or terminal illness. In the past, we have also supported Riding for the Disabled and other local events such as a local Music Festival, GW Fest raising over £ 8,000 for the Warwickshire & Northants Air Ambulance. We have also supported and attended fund raising activities of another associate of the company, raising funds for the Acorn Hospice and Kidneys for Kids based in the Midlands.



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### 2.0 Authorisation

The authority for this policy is vested in the Managing Director.

A handwritten signature in blue ink, appearing to read "Alan Jones". The signature is somewhat fluid and cursive, with a long horizontal stroke at the end.

**Alan Jones**  
**Managing Director**

### Document Control

A hard copy of this policy is kept at Head Office.