

POLICY BRIEF & PURPOSE

CSR aims to ensure that companies conduct their business in a way that is ethical. This means taking account of their social, economic and environmental impact and conservation of human rights. SHW strives to ensure this policy promotes SHW's values of respect and empathy for each and every individual. This is why SHW believes that Corporate Social Responsibility (CSR) matters are important. This policy sets out our delivery of compliance, responsibilities and commitment to ensure we conduct an ethical business.

SCOPE

This policy applies to Stiles Harold Williams Partnership LLP t/a SHW. It may also refer to suppliers and partners.

POLICY ELEMENTS

We want to be a responsible business that meets the highest standards of ethics and professionalism.

Our social responsibility falls under three categories: compliance, responsibility and commitment.

Compliance refers to SHW's commitment to legality and willingness to observe community values.

Responsibility is SHW's initiative in all we do to promote human rights, protect people and the natural environment.

Commitment is our pledge to support communities and the environment on a national, regional and individual level.

COMPLIANCE

Legality

SHW will:

- Respect the law
- Honour its internal policies
- Ensure that all its business operations are legitimate
- Keep every partnership / collaboration open and transparent
- Comply with RICS/RTPI/ARMA regulations

Business ethics

We will always conduct business with integrity and respect to human rights. We will promote:

- Safety and fair dealing
- Respect toward the consumer
- Anti-bribery and anti-corruption practices

RESPONSIBILITY

Protecting the environment

SHW recognises the need to protect the natural environment. SHW has a Green Committee which is a body brought together to identify and implement actions necessary to achieve Certification to ISO 14001:2015. SHW believes that all aspects of its business should strive to reduce to an absolute minimum its impact on the environment.

Protecting people

SHW will ensure that we:

- Do not risk the health and safety of our employees
- Respect the values of employees
- Provide good conditions of work
- Support diversity and inclusion and having equal opportunities
- Improve employee satisfaction through training & CPD

Human rights

SHW endeavours to ensure that our activities do not directly or indirectly violate human rights. We are a committed equal opportunity employer and will abide by all fair labour practices. We'll ensure that our activities do not directly or indirectly violate human rights in any country (e.g. forced labour).

Preserving the environment

Apart from legal obligations SHW will proactively protect the environment. Examples of relevant activities include:

- Recycling
- Conserving energy
- Using environmentally-friendly technologies
- Using less paper

Learning

We will actively invest in CPD for all our fee earners. We will be open to suggestions and listen carefully to ideas. Our company will try to continuously improve the way it operates. We will readily act to promote our identity as a socially aware and responsible business. Management must communicate this policy on all levels. Managers are also responsible for resolving any CSR issues.

IMPLEMENTATION

SHW's CSR shall be implemented and maintained through the following key policies which can be found on the staff intranet.

- Quality Assurance Policy
- RICS Professional and Ethical Standards
- Client Confidentiality
- Anti-Bribery Policy
- Whistleblowing Policy
- Equal Opportunities Policy
- Ethical Conduct Policy
- Environmental Policy
- Health & Safety Policy
- Anti-Money Laundering Policy
- Anti-Slavery Policy

OUR COMMITMENT

SHW's CSR commitment is achieved through compliance to the above policies and three core areas:

Corporate Sponsorship

Each year SHW Partners will choose a charity to support as its main corporate charity. The charity and level of contribution chosen will be agreed by the Partners. There will be events each year that we will support e.g. fun run/awards and or fund raising dinners for nationally recognised property charities.

Regional Volunteer Days

We recognise the importance of preserving the land and supporting the people who live in our communities where we operate our services. Each year, we ask the four Regional Heads to speak to all Partners and staff in their offices to submit a proposal for a Regional Volunteer Day. The Regional Head may appoint a 'Volunteer Organiser' who will be responsible for the event under the supervision of the Regional Head. The volunteer day for a charity or initiative can be voted for by the entire region/office or alternatively, smaller teams (minimum of 5 per team) may propose an initiative which must be approved by the Regional Head.

The primary purpose of the Volunteer Day is to support a great charity or initiative, but its secondary purpose is to encourage us to learn about each other in a shared experience and work as team towards a common aim.

Once the chosen charity/charities or initiatives are decided, the Regional Head must submit a proposal to the Partnership & Management Boards for approval to be obtained at least three months before the event. The proposal must contain the following information:

1. The name of the charity or initiative and why it has been chosen in line with our values in this policy e.g. community engagement, property services, environmental etc.
2. The proposed date
3. Name & Number of attendees (min. no of attendees in team is 5)
4. How will the volunteers spend their time, e.g. what will they be doing?
5. Are there any safeguarding issues?
6. A copy of the H&S Risk Assessment
7. Any costs involved (N.B. Refreshments / transport etc)
8. Operational impact – guidance on if the office will be closed, diverting telephone calls etc.
9. Consent for photography of the SHW team and potential for press release.

N.B. Partners and employee may attend one event per year.

Partner & Employee Nominated Charities

Each year the staff at SHW nominate two charities which are then voted on to support in the following year. Nominations are sent to all SHW staff for a vote and the two with the highest number of votes are selected. This allows us to provide financial support and time to matters which are important to our employee's beliefs and values. Often nominations are received as a result of direct support from a charity during difficult times and we are delighted to help our employees show their gratitude. Throughout the year we hold multiple sporting events and raffles to help raise funds for the nominated charities. If a Partner or employee undertakes a fund-raising event on behalf of one of the two chosen charities, then an "ALL STAFF" email may be released subject to approval by the Managing Partner.

Any staff funds raised throughout the year are matched by SHW.



Charities other than those nominated & voted for

We also encourage individuals who wish to participate in fund raising for charities they personally wish to support, to tell us what they are involved in. We allow the encouragement and invitation for sponsorship from local colleagues on a personal basis and on the SHW intranet (but not "ALL STAFF" emails).

Invitations to support clients and contacts in their fundraising for their charities

SHW are from time to time asked by a client to support a contact raising funds or an event for charity. In these circumstances, the request should be forwarded to the SHW CSR team for review in line with this policy.