

CORPORATE SOCIAL RESPONSIBILITY POLICY

INTRODUCTION

Plowman Craven is committed to managing, improving and ensuring it has a sustainable business that delivers value for all stakeholders including; clients, employees, suppliers, business partners, the local and wider community, and the environment.

At Plowman Craven our Dream is:

To be internationally admired as the fastest moving, fastest growing innovator in the world of measurement.

In striving to achieve this Dream, we are also committed to conducting our business practices in the most ethical way.

GOVERNANCE

Our Directors maintain a rigorous approach to performance and risk management through monthly Board Meetings, including oversight from the Company's non-executive Directors.

Free from long term debt, strong financial controls and a Board focused on building success through excellent client service and innovation, means Plowman Craven is in a strong position to continue to grow on a sustainable basis.

The main market risks to Plowman Craven are the health of the UK property and construction market, the general condition of the economy and competition from existing competitors and new entrants into the markets in which the business operates. These risks are mitigated through diversification into a broader range of markets, the continued investment in innovation and technology, and development of the people within our business.

We are audited every year by external auditors from a financial perspective, and have a half yearly audit from Lloyds on our CID facility.

For IPC Monitoring, we have an open book accounting arrangement with our partner ITM, and present accounts at monthly Board Meetings. IPC's Board contains members from both contributors (PCL and ITM), as well as non-executive Directors.

Plowman Craven is regulated by the Royal Institution of Chartered Surveyors (RICS) and acted as advisors on the publication of the new RICS Property Measurement Code and the changes to Code of Measurement Practice (6th Edition) for office space reporting. These changes reflect the publication of the IPMS: Office, an International Property Measurement Standard, created to deliver a consistent basis of area referencing and measurement for office property portfolios regardless of their size or location.

Plowman Craven has Anti-bribery and Whistleblowing policies in place as well as a Delegation of Authority Policy, all of which are communicated throughout the business, and contribute to the good governance of Company decisions.

OUR CLIENTS

Having over 50 years of experience in the world of measurement, Plowman Craven is a trusted brand. We believe in never giving our Clients what they want, but giving them what they never dreamed possible.

Our innovative approach is what sets us apart and we are always involved in challenging and diverse projects across a broad range of markets, working with high profile Clients to solve their problems. Long standing partnerships and client advocacy is achieved through the delivery of great results and great relationships.

We work with some of the most socially and environmentally conscious clients, including some of the biggest names in the redevelopment and construction industries, and we work closely with them so we can fully understand and respond to their individual needs.

We also assist our Clients on charitable projects that they may be supporting.

OUR PEOPLE

As the lifeblood of Plowman Craven, we are committed to investing in, and nurturing our people, and has been recognised as an “Investor in People” since 2002. We aim to attract, recruit and retain the very best talent and strive to ensure that there is a creative working environment ensuring Plowman Craven is a Great Place to Work.

Our quest for continuous improvement means that all suggestions, ideas and aspirations are listened to, and we encourage all employees to contribute, to grow as leaders and to blaze trails.

We continually invest in training and development, offering a tailored modular programme for our junior surveyors, and through our dedicated Technical team who are at the forefront of technology and innovative approaches to work. We offer opportunities to all our people in achieving professional, technical or vocational qualifications.

We value diversity and employ nationals from over twenty different countries with a diverse range of skill sets, always valuing the life/work balance of our people operating a range of flexible working practices.

We recognise the service of our people through Long Service Awards, and celebrate achievements against our Beliefs and Character. We regularly hold funded Company events, using these as opportunities to relax and strengthen working relationships.

An Employee Satisfaction Survey is undertaken annually and an action plan monitored and progressed through the year to ensure that we continually improve as an employer.

OUR SUPPLIERS

We aim to develop great relationships with our suppliers and we are committed to working with suppliers in delivering innovative solutions, whilst meeting our impeccable standards in relation to our business. Our trusted Overseas Partners and Key Suppliers are as passionate as we are about the work they undertake contributing as an extension of our resource thus allowing us to be bold in the projects we deliver.

Our management team ensures that these standards and best practices are shared in our supply chain.

We have a number of key Suppliers who have worked with Plowman Craven for many years and we have long established working relationships with them. We also work very closely with a number of Overseas Partners both in Europe and Worldwide. We pride ourselves on ensuring there are regular visits between us as this allows us both to share knowledge, provide training as well as build on the working relationships we have (getting to know each other better).

OUR COMMUNITY

Plowman Craven is a firm believer in supporting the Community, both close to home and further afield.

We regularly donate to various Harpenden Community projects, including the Batford Springs Volunteers, a conservation group helping to maintain and manage the reserve local to our Harpenden office, and to various family/fun days in the area.

Employees of the company can often be seen taking part in client-hosted charitable events including Triathlons, Duathlons and Treasure Hunts, and we donate annually to Ian Rennie Hospice which provides care and support local to us.

As a result of working in Sierra Leone a number of years ago, we now have a long running association with the Borbor Pain Charity School of Hope, a non-profitable charity school attended by orphans, single parented children and children living in excessive poverty. Our funding contributes towards creating a safer environment in which the children can study, and the supply of school uniforms.

We also have close links to a number of Universities, and regularly hold open days to excite potential recruits to the industry. Charitable contributions include a student expedition to create a detailed topographical survey of the coastline in Anegada, located on the North East boundary of the British Virgin Islands.

We endeavour not just to donate directly to organisations, but also support our people who give their time and skills for good causes and in a community spirit. We actively support individuals with their own charity endeavours and have participated in Company Bake Offs for charities such as Children in Need.

ENVIRONMENT

We are fully committed to improving our environmental performance across all our activities and strive to reduce our overall waste and optimise our recycling in order to minimise damage to our environment. To demonstrate our commitment to the environment, Plowman Craven is certified by BSI as compliant with the requirements of the EN ISO 14001:2004 standard and we will:

- Operate in compliance with all relevant environmental legislation and we will strive to use environmental best practice in all we do;
- Integrate the consideration of environmental concerns and impacts into our decision making and activities;
- Promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner;
- Train, educate and inform our employees about environmental issues that may affect their work; Minimise, re-use and recycle resources wherever possible, avoiding and discouraging the use of environmentally unfriendly products;
- Promote energy efficiency, by, for example, turning off computers, lights and office equipment when not in use;
- Operate and maintain company vehicles with due regard to environmental issues as far as reasonably practical and encourage the use of alternative means of transport and car sharing as appropriate;
- Strive to continually improve our environmental performance and prevent pollution by periodically reviewing our environmental policy in light of our current and planned future activities.

Through our training and communications programmes we promote environmental awareness out on site through the identification of nesting birds and protected species – animal and plant, as well promoting energy efficiency through our annual targets on electricity consumption, recycling, paper usage etc.

As our new premise in Harpenden is being built, we continue to participate and influence the design of the infrastructure of the new office building and estate to minimise the environmental impact of the final development, and promote the delivery of environmentally friendly measures in the construction of the building and the estate layout.

HEALTH AND SAFETY

Health and Safety is of paramount importance to us at Plowman Craven, and we fully recognise the need to minimise risks in the workplace and maintain a high degree of health and safety for our people, our Clients, Suppliers and members of the public, as supported by our continued compliance to the requirements of the BSI OHSAS 18001:2007 standard.

As well as a very active Health and Safety Committee, regular training and a weekly communications programme on important health and safety and/or wellbeing topics, we have an Employee Wellbeing Group. This group is made up of volunteers from across the business who work to help ensure a happy and healthy workplace. The Group organises a whole range of health activities and events, alongside providing a mechanism for support and feedback.

We provide benefits such as free fresh fruit and drinks and flu vaccinations to our staff, as well as opportunities to participate in cycle to work schemes - demonstrating that health and safety and employee wellbeing are top of our priorities.

To encourage reporting of potential accidents, the Company makes a donation to Luton & Dunstable Hospital Charity Fund for every new near-miss that is reported by an individual.