



## **Owls Hall Environmental – PL-010 Ethical Policy**

Here at Owls Hall Environmental Limited we have recognised that we are part of the society in which we live and work. The very nature of our work and the services we provide means that we are part of our customer's everyday lives and therefore it is important that we respond to our customer's everyday needs.

It is important that we act and operate responsibly in order for us to succeed. To ensure this we need to consider not just our customer's but also our employees and employment policies, the community in which we operate in and the effects that our very existence has on the environment.

### **Employees:**

At Owls Hall Environmental we are dedicated to protecting the health and safety of our employees, subcontractors and others that may be affected. Because of the nature of the work and the machinery used it is important that our staff are well equipped and protected from any potential dangers. We analyse the potential risks and take the necessary precautions to combat these. Protective clothing and equipment is therefore supplied to those who require it in their course of work. We have devised many policies and procedures that ensure the Health and Safety of our staff and our staff play an active role in ensuring that these policies and procedures are applied. Each task is performed safely and in accordance with our company procedures and so ensuring the safety and well being of our staff. We provide our staff with facilities to tend to their possible needs and requirements and ensure that these facilities are also provided for whilst they are working on site.

At Owls Hall Environmental not only do we adhere to all employment laws, we are supportive of diversity in the work place. We maintain a great respect for our employees and we are proud of the work that they do. We understand that they are vital to our very existence. Without them we would not exist! Our decision to recruit, select and promote employees is determined only by the applicant's ability to do the job in question and no other factor influences the decision. We aim to ensure that no one is treated less favourably because of their race, colour, nationality, sex, marital status, sexual orientation, ethnic origin, disability or age. We apply this policy to everyone we work with including employees, suppliers and customers. We adhere to all employment legislation and seek to go beyond this basic requirement. We work alongside the 'Age Unlimited' programme to ensure that we actively seek to employ people from a broad age range and do not discriminate against age in the workplace. We are proud of this and will continue to seek and employ people from a variety of different age ranges.

We believe that it is important to listen to our employees. They are the people who do the job, so they know what can be done to improve it. We have put in place a staff suggestion scheme whereby any comments or suggestions about work processes or the company can be put forward by employees. This enables employees to have their views heard and any good ideas they have to be implemented, so improving the process and ultimately making the company more efficient. By listening to our employees; their needs and wants, we believe that we have created an enjoyable and pleasant place to work. We will continue to listen to ensure that our employees remain content in their workplace.

We like to encourage the development of our employees and feel that not only can they learn from each other but they may like to benefit from other training programmes. We regularly work



with training coordinators from outside the company to educate our employees further on a whole range of skills relating to all areas. We are proud of our employees and the good work they do for us and so we believe in rewarding them with the opportunity to develop themselves further.

**Community:**

Owls Hall Environmental Limited is a family run rural based company and so the community in which we operate in is fairly small unlike the community we serve which covers an extensive area. We believe that charity begins at home and so we are keen to support projects within our local community and also donate to them some of our services.

Because we operate in a rural setting whereby there are minimal opportunities for employment without travelling, our very existence has provided jobs for many local people within our small community. By recruiting people locally we are saving on time, money and are also protecting the environment as it means that there are less people having to travel further by road, and so reducing emissions from vehicles and reducing congestion on the roads.

We try to work with suppliers that are local to our customers as much as possible as we believe that it is important to trade within the local community. By building lasting relationships with local traders we are helping to ensure the growth of local businesses and are also helping to maintain employment in the local areas. We believe it is important to support the community in which we operate and maintain good relationships with that community.

**Environment:**

Because we provide a service and do not actually manufacture anything, we produce very little waste. Despite this we believe that it is important to keep our small amount of waste to a minimum and if possible to try and reduce it further. We recycle what we can and try to utilise what is left for other purposes.

In the office we recycle what paper and stationary we can. Once we have recycled these, we dispose of the little waste left over in the appropriate way in accordance with the relevant legislation.

Our vehicles are kept regularly serviced to ensure that they are fuel efficient and do not produce excess waste. We use map routing technology to ensure that any journey we make takes the most efficient route and so minimising emissions and congestion on the roads from our vehicles. We are far from perfect yet, although we are continuously improving our waste management systems to be more and more efficient.

Owls Hall Environmental limited are specialists in water treatment. We are known and respected by Building Control and the Environment Agency and we work with them to find the best possible way to treat effluent so that the pollution levels are decreased and so it therefore does not cause harm to the environment. By installing the correct Klargest treatment system for the correct property we are ensuring that effluent is treated in an environmentally friendly way making it of an acceptable quality for the natural environment. By ensuring the water is of a suitable quality we are reducing water pollution and protecting public health. We work with and in accordance with Building Regulations and the Environment Agency to ensure that our work is installed according to relevant regulations and treats the effluent in line with relevant legislation.

We are a registered waste carrier which enables us to empty many septic tanks and treatment plants. We then dispose of this collected waste in accordance with the relevant legislation.



**Business Conduct:**

We are always keen to listen to others in order to decipher the best possible way in which we can act. Not only do we constantly listen to our employee's comments and suggestions and make changes accordingly, but we also focus on our customers too and listen to what they have to say. We conduct a number of surveys to find out what we can do to improve our services and our company as a whole. Relevant changes are then implemented in accordance with the results found. We maintain regular contact with our customers even after the installation process is completed so that we can see what changes we need to make in order to become a better company in the eyes of the customer.

Like many other businesses we have to compete with other companies that provide similar services to ourselves. We have to compete in order to survive, but although we believe it is acceptable to compete, we believe that it must be done fairly and in accordance with rules and legislation.

It is our policy that we will only support other companies who act as ethically as ourselves. We invest only in ethically behaving businesses and those who do not invest in or participate in unethical behaviour.

As we have very clear cut policies regarding our own business policies, we believe that it is important for us to place our money with a bank that is open about its behaviour and like ourselves, considers others in its business decisions and does not invest in companies that behave unethically. Our chosen bank is Santander. To see their ethical policies visit [www.abbeynational.com](http://www.abbeynational.com)

We have been recognised as a Klargester certified installer. This status is very special to us as not only does it mean that we have been recognised for our good work and professional service, but also shows that together with Klargester's superior machines and our efficient installations we can ensure that water is treated to the required standard and ultimately minimising pollution and protecting public health. Our expertise, reputation and financial status were recognised as being of a high standard and so we were deemed as suitable to install the products of the market leader Klargester.

We are committed to constant improvement and seek new methods to improve the way Owls Hall Environmental operates. We understand our importance to our customers and also to the community and so we will always strive to go one stage further, look to the future and be the best.

Craig Finbow: Managing Director

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Signed:

A handwritten signature in blue ink, appearing to read "C. Finbow", is written over the "Signed:" text.



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Policy review date: 25/08/2016