



Corporate Social Responsibility Policy

At Swift Crafted Ltd we recognise that we must integrate our business values and operations to meet the expectations of our clients, employees and suppliers, together with the needs of the community and the environment.

We accept our corporate responsibility commitments which are reflected in the principles shown below:

Standards of Business Conduct

- We will conduct every aspect of our business with honesty, integrity and openness, respecting human rights and the interests of our employees, customers and third parties.
- We will respect the legitimate interests of third parties with whom we have dealings in the course of our business.
- We will maintain the highest standards of integrity and will not promise more than we can reasonably deliver or make commitments that we cannot or do not intend to keep.

Health & Safety

- The health and safety of our employees, clients and 3rd parties is our paramount concern.
- Safety underpins all our operations.
- We are committed to achieving continuous improvement in Health & Safety performance in order that we provide a clean, healthy and safe working environment for all our employees.

Employees

- We shall operate an Equal Opportunities Policy for all present and future employees.
- We will strive to create a workplace in which there is mutual trust and respect and where every person feels responsible for the performance and reputation of our company.
- We will respect the individual and each other's rights, customs and traditions.
- We will work towards achieving a diverse workforce, recruiting, employing and promoting employees only on the basis of objective criteria and the qualifications and abilities needed for the job to be performed.
- We will maintain good communications with employees through our information and consultation procedures.
- We will assist employees in realising their potential.

Clients

- We acknowledge that our business and livelihood depends on our clients.
- All our employees are responsible for ensuring that any contact with clients reflects professionalism, efficiency and honesty.
- We will strive to provide a high quality level of service together with good value for money.
- We take seriously all feedback that we receive from clients and where possible maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We will register and resolve customer complaints in accordance with our documented standards of service.

Environment

- Our objective is to endeavour to reduce our impact on the environment through a commitment to continual improvement directed at reducing our environmental footprint wherever possible.
- We are ISO14001 accredited and our employees are made aware of and required to follow directions within our Environmental and Sustainable Policy.

Suppliers and Contractors

- We shall encourage suppliers and contractors to adopt responsible business policies and practices for our mutual benefit.
- We aim to develop strong relationships with our suppliers, stakeholders and others with whom we have dealings, based on mutual trust, understanding and respect.
- In those dealings, we expect our partners to adhere to business principles consistent with our own. We will conduct our operations in accordance with the principles of fair competition and applicable regulations.

Community

- We will strive to be a good corporate citizen and to fulfil our responsibilities to the societies and communities in which we operate.

Responsibility

- The Commercial Director is responsible for the implementation of this policy and ensuring that resources are made available to meet our corporate responsibilities.
- Monitoring each of the underlying policy commitments of this policy is the responsibility of the Managing Director to ensure that our performance in respect of this policy is consistently achieved.
- This policy will be reviewed annually at a Senior Management Meeting actioned by our Important Documents and Procedures Register.

Lee Moore

Commercial Director

22nd July 2016