

CORPORATE SOCIAL RESPONSIBILITY ANNUAL REPORT 2013



BAXI

HEATRAE SEDIA
SMARTER | CLEANER | WARMER

remeha
commercial

OUR MISSION
Ensuring lifetime loyalty by creating comfort for our customers

OUR VISION
Leading the market in smart heating solutions

OUR VALUES



POSITIVE &
PASSIONATE



SAFETY



RELIABLE &
RESPONSIVE



TRUST &
RESPECT



INNOVATION



Working in partnership with





Our business is aware of its environmental and social responsibilities and strives to operate in a sustainable and ethical way.

We believe that investing in our people is critical to our future success and long term sustainability. We aim to recruit, develop and retain all employees by inspiring and motivating them to reach their full potential. We will provide a safe and secure working environment which is conducive to the health and welfare of our employees.

We are committed to operating an ethical business and quality assured supply chain that delivers exceptional customer satisfaction with world class leading products and brand values. We will proactively encourage our suppliers to comply with our vision and brand values at all times.

We value our environment and are committed to its conservation. We seek to identify and minimise carbon emissions, noise pollution, waste, and packaging, in our workplace, in our products, and throughout our supply chain.

We are committed to working with our local communities on collaborative projects that improve the society in which we operate. We will partner with national and local charities and organisations that share our vision of working in a sustainable and ethical way.

During 2013, we formed the UK and Ireland Corporate Social Responsibility (CSR) steering committee, which is leading activities that support our commitment to Corporate Social Responsibility. This more structured approach has enabled minimum standards and initiatives to be implemented for the benefit of all our UK and Ireland businesses and employees.

In conclusion, the process of embedding the UK vision, structures and processes that support our commitment to CSR will continue during 2014 to ensure we truly are investing today in a sustainable future.

David Pinder
CEO UK and Ireland

Head of CSR



Paul Rivett

Supported by pillar leaders:



Jeff House
Community



Maureen Tallis
Environment



Jonathan Madden
Market Place



Jon Phillips
Work Place



ENVIRONMENT

In support of our commitment to conserve the environment we have chosen to work with Anthesis, specialist carbon reduction consultants. Together, we are measuring carbon emissions and creating a reduction plan in the following areas of our business:

- Organisation
- Supply chain
- Product life cycle

During 2014, we will complete the assessment of our carbon emissions and implement processes and procedures that will progressively reduce our carbon footprint.

We will concentrate on the performance of our car and van fleet, minimisation of waste and water consumption in the organisation. We will also select five products that represent each of our UK businesses for a comprehensive product life cycle review.



... measuring and reducing
our carbon footprint

...engaging with employees



WORK PLACE

In support of our commitment to the work place we have introduced our company Mission, Vision and Values to all our employees through over 70 launch events. We are engaging with colleagues at all levels to promote best culture and business practice.

In addition, we have:

- Created an intranet with access for all employees
- Created a CSR Handbook which sets out the minimum standards required to achieve each area of CSR
- Implemented an employee recognition scheme that includes an award for an overall Employee of the Year

During 2014 we will make CSR an everyday part of life by embedding the CSR Handbook and establishing the local CSR teams as the focal point for activity under the guidance of the UK steering committee.

We will introduce and embed initiatives in health and well-being, behavioural safety and develop our company values - Safety; Trust and Respect; Reliable and Responsive; Innovation; Positive and Passionate.



COMMUNITY

In support of our commitment to work with the community, every employee had the opportunity to vote for a Charity of the Year. Marie Curie was the chosen charity, and we have many activities planned to raise money for this very worthwhile cause during 2014.

We are also supporting our local communities, sponsoring organisations such as junior sports teams and taking part in fundraising activities for charities such as Barnados and Sport Relief.

During 2014 we will be encouraging all employees to support our partnership with Marie Curie (Irish Hospice Organisation in Ireland) through joint projects and fundraising activities. We have pledged to raise £50,000.

We will endeavour to build partnerships at a local level by offering practical support, such as work experience and training to schools, institutions, charities and local authorities.

...we will endeavour to build partnerships



...improve future ratings



MARKET PLACE

In support of our commitment to be the first choice for our customers we have issued a CSR policy statement signed by the Managing Director of each of our businesses. This policy has been given to our key customers, including Wolseley, TP Group and Barratt Homes.

We have engaged Ecovadis, an independent CSR assessment company. We have evaluated the results and identified minimum standards, which have been incorporated into the CSR Handbook, to improve future ratings.

Employees who are regularly involved in commercial discussions have been given training on Anti-bribery and Corruption and Competition law, including the correct procedure to follow in the event of a dawn raid.

During 2014 we will continue to let our stakeholders know about our commitment to CSR. We will carry out another Ecovadis audit to ensure our activities are aligned to support each of our businesses.



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