

Comply Direct exists to deliver first class environmental compliance services and solutions and is committed to continuous improvement as per our company vision statement:

*“Comply Direct consistently delivers both environmental and commercial benefits inspired by always finding a better way.”*

Comply Direct recognises the importance of operating in a socially responsible manner toward people, the community and the environment. Social responsibility is embedded through our company values of Trust, Commitment and Respect. We sustain a programme of continual improvement in relation to company performance which is supported by ISO 9001 certification and in corporate objectives (and associated KPIs) along with suitable measurement, monitoring and reviewing mechanisms. We review and document our performance in our annual corporate social responsibility report.

## **People: Customers, suppliers and staff**

### **Customers**

Comply Direct are committed to being a company our customers use to benchmark their other suppliers. Our customers are at the heart of what we do and this approach is supported by our Customer Service Excellence award. We continually monitor the customer experience by collecting feedback from customers, through surveys and through our member feedback group. Customer complaints are formally acknowledged within 48 hours, investigated and corrective actions are taken. All customer enquiries are answered within 2 working hours.

Relevant company objectives include:

- Be a company our customers use to benchmark their other suppliers

### **Suppliers**

Comply Direct are committed to dealing fairly with our suppliers regardless of their size. We aim to build lasting, mutually beneficial relationships with our suppliers. Comply Direct work with suppliers, to continuously improve the services we offer to our customers and promote sustainability in our supplier chain. We conduct independent, third party audits of our suppliers and help them to make improvements which benefit their businesses as well as ours. We agree fair terms with suppliers and pay them promptly as arranged.

- Collaborate with suppliers to continuously improve sustainability in our supplier chain and enhance customer satisfaction

## Staff

The company values of Trust, Commitment and Respect are pivotal in our approach to the management of our staff. Comply Direct recognises that our employees are the key to our success, and we have fostered a culture whereby every employee has a voice, and offers input into the ongoing business strategy and our approach in relation to service delivery.

All of our employees are actively encouraged to grow and develop on both a personal and professional level. All of this is supported by our Investors in People Gold award. We are committed to providing equal opportunities to all existing and potential employees throughout our recruitment, induction, training and development and performance management processes along with a safe and healthy working environment. Our Equality and Diversity, and Health and Safety policies set the basis for this.

Relevant company objectives include:

- Be an employer of choice

## Community

We encourage our employees to contribute to the community and society at large and support them to the best of our ability on a continual basis. We are committed to releasing every member of staff for a minimum of half a day per year to allow them to volunteer within the community, in addition to participation in an annual sporting challenge whereby funds are raised for a nominated charity.

Relevant company objectives include:

- Collaborate with suppliers to continuously improve sustainability in our supply chain and enhance customer satisfaction
- Be an employer of choice

## Environment

Comply Direct aims to demonstrate leadership by raising our own environmental standards. Comply Direct maintains an Environmental Management system which meets the requirements of ISO 14001:2015. Our commitment to the environment is demonstrated in detail in our Environmental Policy.

Relevant company objectives include:

- Demonstrate leadership by raising our own environmental standards, reducing our carbon footprint and offsetting residual emissions
- Collaborate with suppliers to continuously improve sustainability in our supply chain and enhance customer satisfaction

This policy is publicly available, has been communicated throughout the Company and to all new Comply Direct customers and suppliers.

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