



Corporate Social Responsibility Policy

Quality Heating Services believes in conducting business in a manner which ensures full legal compliance in all matters whilst achieving our own business targets and demonstrating a high degree of social responsibility.

In addition, we seek to reduce the environmental effects of our operations and collaborate responsibly with our customers, employees, suppliers and the community to achieve mutually beneficial results.

Environment

- QHS aim to minimise any adverse environmental effects caused as a result of the company's activities and products.
- We use recycled products where practicable and recycle as much waste as possible from our processes, minimising the use of packaging.
- We will continue to migrate our vehicle fleet to all-electric vehicles.
- We will endeavour to become a carbon neutral company by 2025.
- Our separate environmental policy expands upon our initiatives in this area.

Customers

- We aim to improve our knowledge of our clients and their needs, so that we can help them to forecast and meet the changing expectations of their own customers and community.
- We seek to provide a seamless service to our clients and customers at a level they cannot obtain from our competitors.
- We get involved with the things that matter to our customers so that our business continues to create social value within the communities we operate in.

Employees

- We believe in complete equality of opportunity for all our employees regardless of gender, ethnic or national origin, religion, disability, age, marital status or sexual orientation.
- We communicate our business plans with our employees and involve them as much as possible in developing these plans.
- We are committed to giving our employees the opportunity for their personal development within our business.
- We will provide the highest levels of health and safety in the workplace and actively involve our employees in these arrangements.
- We will always pay our employees at least the current Living Wage.

Suppliers

- We will be fair and honest in our relationship with our suppliers from selection through to payment.
- We will ascertain and assess the environmental and social issues associated with our major suppliers as follows:
 - Suppliers with a high environmental impact will be expected to provide evidence of their systems for ensuring good environmental performance.
 - Suppliers in countries with reported poor employment practices will be expected to provide evidence of how they safeguard the rights of their employees and their community.

- We will not tolerate any form of modern slavery in our supply chains. A separate policy for Modern Slavery expands on this.

Community

- We aim to make a positive contribution to the communities where we operate, and the development of young and disadvantaged people through training and employment opportunities.
- We seek to collaborate with local schools and colleges where we operate to support STEM (Science, Technology, Engineering and Mathematics) education in the classroom and share the benefit of our business experience and facilities, giving career talks and work experience opportunities.
- We offer mentoring support to local start-up businesses to help them grow and prosper.
- We support both national and local charities and encourage our employees to support their own community and charitable initiatives.

Signed:



Position: Managing Director

Date: 1st December 2021

Review Date: 1st December 2022