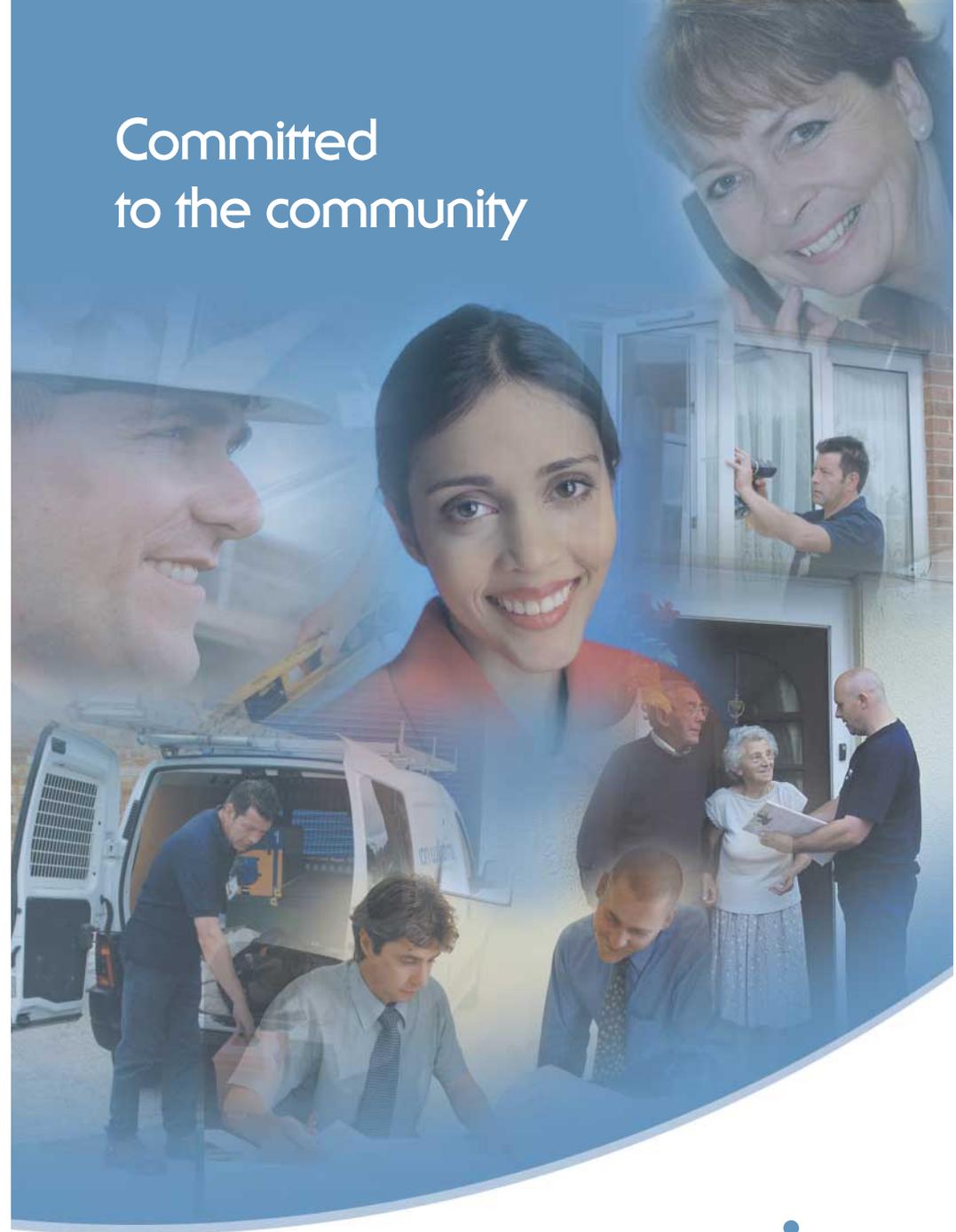


Committed
to the community




Looking after Buildings

Head Office: Quarry Road,
Chipping Sodbury, Bristol
BS37 6JL

T 01454 328000

E enquiries@ianwilliams.co.uk

W www.ianwilliams.co.uk



For further information
about Ian Williams Limited
and the services we provide,
please contact: Jo Janes,
Business Development
Co-ordinator.


Looking after Buildings

Who we are and what we do

Founded in 1946, we grew as a business by participating in the post war reconstruction. From these early roots Ian Williams has broadened its portfolio to encompass a complete range of property maintenance services.

Ian Williams is now one of the UK's leading property services companies, at the forefront of providing services to the built environment with particular expertise in the commercial, education and social housing sectors.

We continually pursue the principle of exceeding customer expectations for complete satisfaction and developing long term relationships within the communities that we work.

Thinking responsibly

National company - local focus

Corporate Social Responsibility

Ian Williams is committed to dealing fairly with all its stakeholders. These include our shareholder, customers and business partners, employees and local communities. Remaining profitable ensures our continuing viability - but this is only possible if we deliver value to all our stakeholders, in a socially responsible and environmentally sustainable way.

To ensure our approach is relevant to the communities in which we operate, we delegate accountability for corporate social responsibility(CSR) performance, to our local business managers. The overall corporate framework is then overseen by the Company Management Team. This ensures community-based initiatives are managed locally, where they have most impact. We encourage staff at all levels to participate in these local activities.

Working with our customers

As a business we believe that the only sure way of maintaining a sustainable, and profitable business, is to provide real value for money. We fully understand the need to deliver Best Value within the public sector, and shareholder value, within the private sector. To achieve this we work closely with our clients and their customers, ensuring that the services we provide meet this objective.

In practice this means:

- Having sound governance arrangements at strategic, financial and operational levels
- Managing our resources efficiently and with flexibility
- Reviewing our progress openly with our clients against each projects objectives
- Remaining competitive and developing external relationships to support the value chain
- Providing accountability
- Working together in teams with our clients
- Developing solutions that are sustainable
- Supporting the communities and local economies in which we work
- Investing in our people and providing equal opportunities for all

Customer Care Policy

As a company dedicated to exceeding customer expectations we are proud of our record of customer care. This has been achieved by listening to and thinking of the end-user every step of the way; before, during and after a project is completed. In addition to working to time, budget and quality standards, we focus on the requirements of the people who use the buildings we maintain.

Our customer care approach is based on an established company commitment:

- Providing customers with open and easy channels of communication through customer support
- Improving the customers' experience with regular feedback using satisfaction surveys
- Respecting the customers' environment
- Delivering a service that exceeds expectations
- Continually improving quality of service

Charity/Sponsorship

In addition to our commitment to support charities through supporting employees, and other stakeholders, we also have a commitment to providing long-term support to, and sponsorship of, community partners whose activities are aligned in some way to our own business activities.

Shelter

Ian Williams has entered into a three year support partnership programme with **Shelter**, the housing and homelessness charity. **Shelter** helps more than 170,000 people a year fight for their rights, get back on their feet, and find and keep a home.



Lee Nicholls,
Property Repair
Team Leader,
Ian Williams at
the Great North Run



Mike Turner,
Business Development
Director, Ian Williams
with Lizzie Harris,
Centre Manager of Hop,
Skip & Jump Charity



Richard Skinner,
Senior Manager,
Shelter with
Alan Soper,
Managing Director,
Ian Williams

Working with our suppliers

Ian Williams has formed long-term relationships with many of our suppliers. These relationships are supported by strategic Supply Chain Partner Agreements with national suppliers. A combination of local and national relationships, enables Ian Williams to support the local economy within the communities it operates, whilst also delivering services to a nationally recognised standard.

These standards are based on three key principles:

- Fair terms of contract that support growth and investment in innovation
- Sharing of ideas that enables the delivery of improved services to Ian Williams' customers
- The adoption of *Accelerating Change** as an agenda for Continuous Improvement

**Accelerating Change* - report by the Strategic Forum for Construction chaired by Sir John Egan

Protecting the environment

Ian Williams operates an integrated environmental management system. This is reflected in our Environmental Policy.

The policy is communicated throughout our internal communications network, which includes: Intranet, employee newsletters, toolbox talks on site, communication days, and on site meetings.

Ongoing environmental awareness training is mandatory, with training needs continuing to be highlighted through our training matrix.

We recognise that our work has an impact on the environment, and take our role with respect to it very seriously.

The practical steps we take include:

- Waste Carrier Certification
- Pollution Control
- Consumption of Energy and Water
- Environmental Training and Communication
- Procurement and Use
- Segregation of Waste and Recycling

Waste Carrier Certificate of Registration

Ian Williams is registered under the Control of Pollution Act 1989, registration number AVN/026179, with all waste documentation being kept for a minimum of three years.

Pollution Control

At the inception of all projects we plan how to reduce the risk of an environmental incident.

Consumption of Energy & Water and the generation of waste

Through our Environmental policy Ian Williams is committed to reducing consumption of all energy and resources.

Environmental Awareness Training and Communication to staff

Environmental Awareness training is a mandatory requirement for all Ian Williams employees.

Procurement and Use

It is Ian Williams' policy to use environmentally sustainable materials and processes wherever possible.

Segregation of Waste and Recycling

Ian Williams encourages the recycling of waste from all our office premises and project sites.

Caring for the world we live in

ian williams

Providing greater opportunities through community partnerships

As a company committed to "Looking after Buildings" we believe we also have a responsibility to support the communities in which these buildings are situated.

To ensure that we do this effectively we develop working partnerships with community based organisations which share that commitment.

Through our relationships with these organisations we are often able to offer employment or work opportunities to local residents. They also advise us on practical approaches to increasing our organisational diversity.

Some examples of the organisations we partner with are:



CEED (Centre for Employment and Enterprise Development) a Bristol based registered charity started 10 years ago to develop ICT, media training, and enterprise support, together with Positive Action training schemes.



DORCAS provides day to day support and champions causes for all the ethnic minorities in the local midlands area.

Employees

As a business committed to retaining a directly employed workforce, our employees are key stakeholders. Our ability to deliver customer service and operate safely and in an environmentally responsible way is dependent on them.

We therefore aim to conduct our business as transparently as possible, communicating and consulting as widely as possible. Employee training is another key to underpinning employee effectiveness. Our commitment to both is recognised in our continuing accreditation as an Investor in People since 1997.

As well as ongoing staff training we run an apprenticeship programme which currently represents about 7% of our employed workforce, and is drawn from within the communities in which we work. Our Management Training Programme affords opportunities for graduates, and others, to develop their management skills, and contribute to our success.

It is critical to the success of our business, that we tap into the skills and abilities of all sections of the population, regardless of gender, ethnicity, disability etc. To ensure we meet our commitment to employing a diverse workforce, we monitor our performance against diversity targets ensuring remedial action is taken when necessary.

Health & Safety

The safety of our employees, customers, sub contractors and other suppliers is paramount. Our safety policy is designed to ensure that all of our employees and particularly our managers, fully understand their roles and responsibilities in providing a safe working environment.

This is achieved by ensuring all employees receive a thorough safety induction focused around their role in the business. In addition, specific job related safety training is provided on a regular basis to ensure employees' relevant knowledge and skills remains abreast of the most recent developments. Regular toolbox talks, team briefings and a quarterly newsletter ensure that our employees fully aware of developments in Health and Safety.

Regular monitoring of accident frequency and other key statistics enables us to measure our progress and to further develop our policies and processes to support the continuous improvement of our Health and Safety record.

Charitable Donations

Ian Williams strongly supports the charitable efforts of its employees and other stakeholders in the business. Our policy is therefore to make donations to those charities with which our employees are involved, and to consider similar requests for support from key stakeholders, such as customers, suppliers, and community groups. To encourage maximum participation in charitable and community activity amongst its employees, donations will normally be limited to £50.

Reflecting the diversity of origin, belief, and opinion, within our stakeholder community, the Company will not make donations to charities, which it believes to have religious or political objectives.



This document is printed on environmentally friendly paper that is completely bio-degradable and recyclable.