



Corporate Social Responsibility
2017

WELCOME.

Wilson James is committed to being a responsible business. Corporate Social Responsibility (CSR) is the principal way Wilson James seeks to co-ordinate and manage practices to maximise positive social and economic contribution and minimise the environmental impacts of our business.

Engagement with key clients, employees, community, environmental stakeholders, regulators, business partners and suppliers is central to our CSR approach. For Wilson James CSR will assist the business in:

Recruiting and retaining talented staff

Developing team skills at all levels

Promoting work-life balance

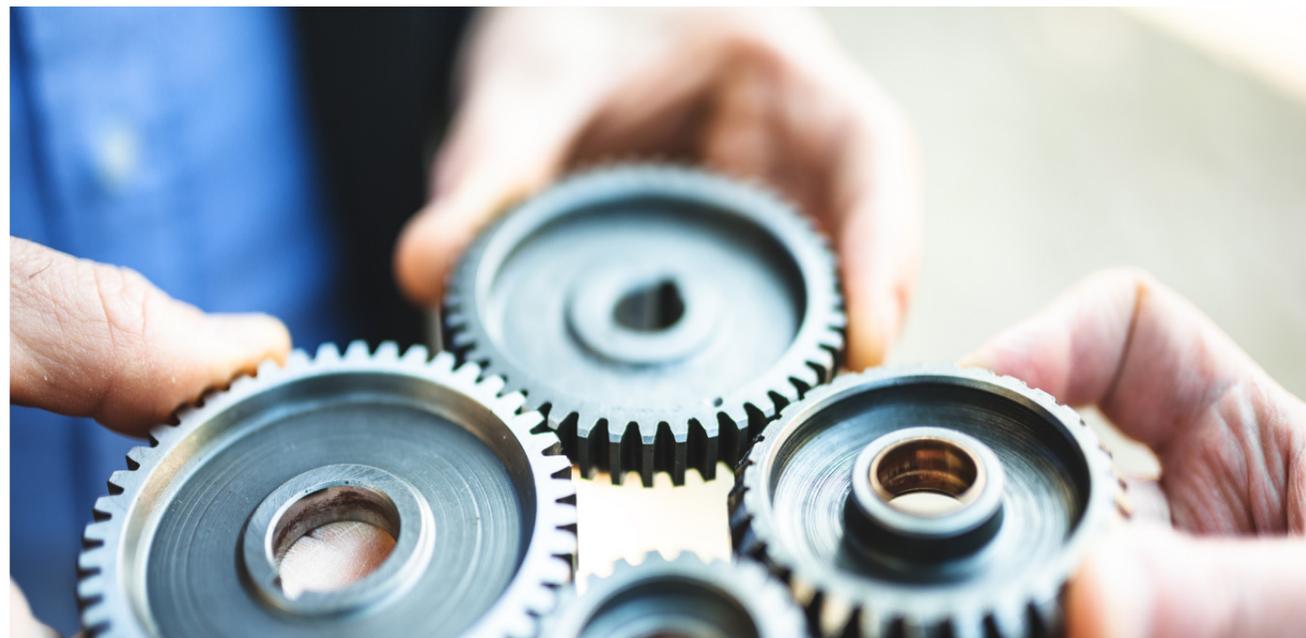
Building stronger relationships with key stakeholders

Adding value to client and supplier relationships

Enhancing brand and profile

Cost savings through environmental initiatives

All together these drive better business performance.

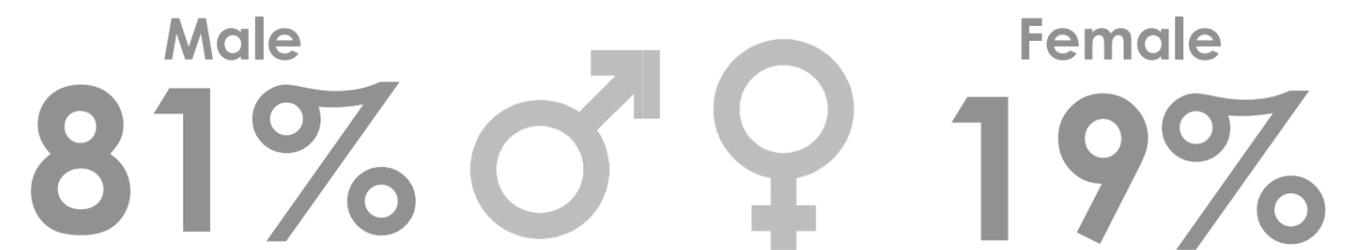


PEOPLE



Wilson James is an active Investor in People (IIP) and responsible employer. We pay at least the living wage for all eligible employees.

Work-life balance is encouraged and overtime is paid and optional. More than 80% of employees work up to a 42-hour week.



Diversity, equality and inclusion

Wilson James ensures that its workplace values diversity and there are equal opportunities for all. True equality and inclusion in the workplace means people are respected and allowed to be themselves, free from discrimination, harassment and victimisation. The Wilson James Equality, Diversity and Inclusion strategy with 3 key areas for a more targeted approach. The key deliverables are:

- Responsibility and accountability
- Embedding Equality, Diversity and Inclusion
- Staff have a voice with Wilson James



Wilson James is a proud member of Stonewall's Diversity Champions Programme, Britain's leading best-practice employers' forum for sexual orientation and gender identity equality, diversity and inclusion.



Health, safety and wellbeing

Wilson James provides a safe and secure workplace which is conducive to the health, safety and wellbeing of employees. Its dedicated health and safety team support more than 3,000 employees and 6 safety commitments ensure that high standards are maintained at all times.

A healthy work-life balance is encouraged and employees are signposted to approved resources which can help them with stress, anxiety and other mental health concerns. The Employee Assistance Programme (EAP) also provides support to Wilson James employees.

EAP is a confidential telephone helpline available 24/7 where an employee can discuss personal/work related matters.

Modern slavery

We have a Modern Slavery policy and are currently working towards supply chain assurance in line with our ethics policy.

Engaging with the community

Wilson James provides benefit to the community through our partnership with BuildForce and the RLC Foundation. Both organisations support veterans and ex-service personnel find work in the construction industry; an initiative that Wilson James has engaged with when recruiting talent into the business.



We also work closely with clients such as Heathrow at their annual recruitment fair, supporting local young people with employment opportunities at the airport.

Giving back



Mind has been our charity of the year since April 2016. With statistics indicating that 1 in 4 suffers a mental health issue each year, the decision to support them was very well received.

Alongside our fundraising efforts, we work closely with Mind to broaden awareness, provide management mental health training and share advice and resources with our employees. We also took part in the charity's inaugural 'Workplace Wellbeing Index' this year, a survey of all employees about the policies and support we have in place to look after their mental wellbeing.



As a business, Wilson James also supports smaller local charities, projects and sports teams in our local communities.

Learning and development

Wilson James supports employees with learning and development opportunities to help them reach their potential. We want our employees to be well equipped and feel confident in carrying out their role, as well as developing skills to allow for career advancement and personal progression.

The learning and development offering includes instructor lead training, e-learning, on-line courses, videos and articles.

PLANET

Wilson James works hard to ensure that the negative impact its business has on the environment is minimised. Environmental protection is integral to its position as a responsible business and it will seek to minimise its energy, water and paper usage, through design, infrastructure and behaviour.

Recycling and consolidation

The business takes active steps to optimise the recycling of waste through providing adequate facilities and behaviour, and limit the use of hazardous material. It seeks to reduce unnecessary travel and encourage the use of alternative means of communication where practical and incorporate environmental considerations into procurement decisions (including refurbishments/new building projects).

Consolidation Centres

The consolidation process is a tried and tested method for improving material delivery, reducing waste, lorry miles and CO2 emissions. Wilson James owns and operates Logistics Consolidation Centres which serve the construction and aviation industries.

These centres are responsible for

- **75% reduction in CO2 emissions**
- **68% reduction in vehicles travelling to site**
- **15% reduction in waste materials.**

Alternative fuels



To reduce its environmental impact, Wilson James has invested in electric vehicles. With 11 in its current vehicle fleet, the business has significantly reduced its emissions and overall running costs.



Wilson James believes that engaging its people and involving them in shaping the environmental programme is essential to achieve success. It asks all employees to promote an environmentally aware culture to meet the targets set to improve environmental performance, in line with its value of Responsibility.

Doing what's right for all

We are adopting these measures because we believe it is simply the right thing to do in this time of climate change. We see increasing levels of concern and sophistication around environmental issues from our clients and feel that proactively embracing this change is a key part of our commitment to client service.

Our commitments

Our environmental policy, which can be downloaded below, outlines our key environmental impacts, targets and commitments. It is endorsed at the highest level, personally signed by our CEO Mark Dobson and will be reviewed and amended on an annual basis to ensure that we continually improve.

[Download our policy document](#)

PERFORMANCE

- Wilson James provides services to meet the needs of its clients, while having consideration for the impact on the natural environment and communities where it operates.
- The business provides high standards of service to clients, and has a complaints procedures for clients to ensure their concerns are efficiently addressed on those occasions where there is a problem.
- Wilson James takes a partnership approach to supply chain relations and robust, ethical procurement procedures.
- Wilson James will use its position in the marketplace to raise awareness of CSR with clients and the market, and help facilitate change to minimise impact on the natural environment and communities where we operate.
- Wilson James will operate in accordance with the values and standards of behaviour set out in its Ethics Policy and all applicable laws and regulatory requirements. It provides a mechanism whereby an employee can raise concerns regarding illegal and/or unethical behaviour which is also contained within the Ethics Policy.

CONTACT US

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