

# Corporate Social Responsibility (CSR) Policy



Our CSR Policy has and will continue to develop as the business grows. Our ambition to be the most chosen restoration provider drives us to continuously improve our practices, procedures and our interaction with our clients, customers, suppliers and the world around us.

The four segments of our CSR policy define what is important to Disastercare Group in the way that we interact with our customers, the people that work for us and with us, the environment and the wider community. We are on a journey to improve in all segments whilst maintaining our long history of putting the customer first, looking after our team, maximizing sustainability and reducing waste through restoration and operating with integrity in our local environments.



## Customer

Our customers have experienced a loss due to fire, flood, mould or other incidents. This period can be upsetting and requires empathetic support, often in difficult circumstances. We seek to respond to the opinions and wishes of our customer

Our team of experienced technicians are trained to deliver their services with 4 key behaviors in mind: (need to find the detail)

- Think like a first responder
- Treat Property Like It Was Your Own
- Communicate with Manners
- Deliver on the Promise

These simple rules along with our ever-improving technology enables our technicians to assess and develop the appropriate plan for recovery of domestic and commercial property with the minimum amount of fuss. We are passionate about delivering services, equipment and expertise of best quality, value and safety through our exceptional industry knowledge and staff training.

We collect customer feedback through various channels in order to deliver the best possible outcomes. We share the results of this feedback with our clients.

## Client

The insurance companies, loss adjusters and assessors that we work with are treated as partners in the process of delivering positive customer outcomes and effective and efficient claim cost. We work closely with our clients to understand and monitor both quality and cost drivers. Disastercare's Lifecycle programme continuously strives to speed up the recovery of a customer's property and the entire lifecycle of the claim.

We seek to be honest and fair in all our relationships. We regularly share management information and invite close inspection of our claims with the goal of maintaining transparent and open dialogue.

### Data protection

We have a fully comprehensive data protection structure within the business with regular updates to team members, technicians and partners on the potential risks and best practices. [Insert link to Data protection policy.](#)

# Workplace

Disastercare and group of companies is committed to providing a safe, healthy, supportive, and discrimination-free environment for all employees and contractors. Our family built business, seeks to be honest and fair in our relationships with our team, contractors and sub-contractors.

The business maintains and regularly reviews 5 key aspects of our workplace strategy

Diversity and Equal Opportunities

Learning and Development

Pay and Reward

Health and Safety

Employee engagement and well being

We foster a culture of work-life balance, where the wellbeing of the individual is a central part of our people policies and ethos.

We have long striven to develop expertise in our industry and training and development is an essential part of our ambitions. Ensuring employees at every level receive an appropriate induction so they have the best possible start in our organisation is a key deliverable.

We also maintain proper systems to ensure equal opportunities and competitiveness in staff remuneration and recognition. The company is committed to setting clear expectations for individual behavior. Our policies on business conduct and anti bribery are regularly reviewed and can be found on [this link](#).

Our contractor network and our subcontractors have been developed in line with our ethos and we encourage all to abide by the standards and principles set in our policies.

# Environment

Restoration is at the heart of what we do and sustainable practices and minimizing our environmental impact is part of our DNA.

Disastercare is fully committed to;

- Regularly assessing our carbon foot print to monitor the success and impact of our policies
- Developing processes to minimise waste. Items which are BER are resold or recycled appropriately to minimise the use of land fill. We work closely with local waste management centres to ensure recycling opportunities are maximised. We record and review our success.
- Decreasing drying times to increase energy efficiency
- Operational improvements to enable 'Restore don't replace' technology nationwide. The DC 4000 machinery delivers high success rates for soft contents cleaning and uses only environmentally friendly products
- Working with our suppliers to ensure that they select solutions that minimize the environmental impacts across their supply chains
- Continuously supporting green practices and the awareness to both our employees and customers.
- Complying fully with the WEEE Directive and asbestos removal regulations.

# Community

Disastercare headoffice operates in a small local community and believes in engaging with the local community for products and services wherever possible. Our nationwide technicians have the same approach and will maximise the use of local businesses to their mutual advantage.

The headoffice team are encouraged to volunteer within their community and there are numerous examples of where this exists. We plan to set up a volunteering day where teams can deliver a positive result in our community.

## Donations and Fund Raising

The entire network has numerous specialist causes that they raise money for through sponsorships, sales and other activities. DCP encourages and promotes the activities internally and on our website.

DCP nominates an annual charity and raises money throughout the year from staff members voluntary contributions and recycling at head office. The 2018 Charity will be announced in December 2017