

## **CORPORATE SOCIAL RESPONSIBILITY POLICY**



Indoor Garden Design Limited is committed to a policy of “right first time”.

We seek to maintain our position as a leading interior landscaping company by continually pursuing quality and productivity improvements throughout the Company.

The Company recognises that positive attitude, a comprehensive employee training programme, safe working conditions, health and a high quality, flexible service are essential elements in meeting the needs and expectations of both our customers and personnel.

To achieve complete customer satisfaction, and to enhance the customers’ confidence and loyalty, we shall regularly monitor our system and procedures, all of which are implemented to meet the requirements and policies as defined in our Company handbook and Quality Policy.

As a small company of c50 personnel IGD aims to maintain a family business atmosphere thereby creating a manageable platform to obtain best performance along with personal development and growth.

The company maxim is ‘a happy workforce makes for a happy clientele’.

We believe that the above objectives can be achieved by the following:

### **Personnel**

The aim is to encourage and respect both the growth and worth of the individual and a strong team spirit.

It is a policy to structure the company into manageable teams, who are encouraged to pool ideas, engage in quality circles and interact with their clientele as individual representatives of the company.

Personal development is encouraged by:

- Funded allowances for each member of staff for any course or training of their choice
- Ongoing further development and cross training within the horticultural and client-facing sectors
- Encouragement for personnel to organise and choose social outings funded and partially funded by Indoor Garden Design.
- Voluntarily work for charitable causes

Team development is encouraged by:

- Team, Managers and Team, Directors and Managers holding regular meetings for dissemination of information and open discussion.
- Organising complete staff meetings or Open Training days at least twice a year to encourage an open forum, education and social interaction.

Indoor Garden Design aims to promote the health and wellbeing of its staff in

- Subsidising gym membership achievable by a company group scheme
- Sporting events – staff encouraged to run their own football team, running groups and inhouse games.

- A fully subsidised health scheme for all personnel
- A support ethos and system to help any member of its staff in difficulties.



## **Individual value**

To value personnel from all walks of life, sex, age and ethnic background as a positive contribution to the company culture.

To promote a culture of inclusivity and self-respect:

To maintain a company where all personnel are valued as individuals, encouraging promotion of a responsive and personal approach to all clientele

To encourage members of staff who wish to widen their horizons in other fields or to take sabbaticals allowing an open door for return (and a high percentage do) resulting in a larger contribution to the value of the workforce.

## **EQUALITY STATEMENT**

The Company is committed to the principle of equal opportunity in employment.

Accordingly, management will ensure that recruitment, selection, training, development and promotion procedures result in no job applicant or employee receiving less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, disability, trade union membership or non-membership, sex, sexual orientation or marital status, or being a part-time worker. The objective is to ensure that individuals are selected, promoted and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities.

Management has the primary responsibility for successfully meeting these objectives by:

- not discriminating in the course of employment against employees or job applicants
- not inducing or attempting to induce others to practise unlawful discrimination; and
- bringing to the attention of employees that they will be subject to disciplinary action for discrimination of any kind.

Individual employees have the responsibility to ensure that they assist the Company in successfully achieving these objectives and can contribute by:

- not discriminating in the course of employment against fellow employees, customers and/or clients, suppliers or members of the public with whom they come into contact during the course of their duties;
- not inducing or attempting to induce others to practise unlawful discrimination; and
- reporting any act of discrimination known to them.

The successful achievement of these objectives necessitates a contribution from everyone and all employees have an obligation to report any act of discrimination known to them.

Employees who consider that they are the victim of unlawful discrimination may raise the issue through the Grievance Procedure.

## **Working with the community**

Indoor Garden Design encourages and actively supports both local and wider environmental responsibility.

This is achieved in the following ways:

- Local residents are respected, donated planting and helped with parking spaces when this is possible
- A long history of supporting our local Marie Curie Hospice continues. Staff members donate their time in planting 1000s of daffodils in various 'Fields of Hope' and to contribute and support events.
  - £10 from every Christmas tree ordered by Clients goes to support this foundation.
- Similarly IGD planted 100s bulbs for the hospice of St John & St Elizabeth in North London
- Staff taking old plants to London Zoo and local Novas centre for the homeless.
- Encouraging clientele to agree to donating unwanted planting to hospitals and charity offices which our personnel carry out.
- Donating plants and Christmas trees to local schools in NW5
- IGD staff participating in sponsored events such as the Crusaid 'Walk for Life', which is 2009's charity of the year.
- Supporting the FAITH Plant Centre, horticultural plant training for disabled adults.
- Attending social events, such as Theatre Cares Campaign.
- Supporting Rain Forest Concern

## **Environmental Ethos**

- Staff are encouraged to buy into environmental awareness and to promote this beyond the workplace.
- All staff participate in recycling, energy awareness and use of utilities.
- Staff are encouraged to use bicycles and public transport.