

Dudley's - Corporate Social Responsibility Policy

Overview

Dudley's was founded as a family business in 1920 and is still run by the third generation of Dudley's today. As one of Wales' longest standing and incredibly successful company's it is a major objective for Dudley's to recognise how we consider our stakeholders and to ensure we are aware of our responsibilities to the local community and the environment.

Our Staff: as a family run company we see our staff as an extension of that family and therefore have policies and procedures in place to ensure that they not only work in a safe environment but are also provided with opportunities to further their careers via training programmes and a strong inherent belief to recruit from within. We have a number of Senior Personnel, indeed even Board Directors who joined Dudley's as Apprentices and who have become an integral part of the decision making and future of the company.

Our Customers: we have quality control procedures in place and pride ourselves on developing and retaining relationships with clients, for example, we have worked for Tesco since 1968, almost 40 years.

Our Suppliers & Sub-Contractors: Dudley's have in force clearly stated terms and conditions of trading for all our suppliers and sub-contractors, many of whom have been working with us for a long time and have become part of the extended Dudley's family.

Our Health & Safety Policy: Dudley's are extremely committed to the health and safety of all employees, sub-contractors, customers and any visitors to our sites. We have been awarded the Construction Skills Certification Scheme (CSCS) Gold Award in recognition of the fact that 95% of our staff are now CSCS card holders. This assures our clients that our operatives' skills have been validated against national standards and that they have the required knowledge to operate safely on site. Safety and workmanship are paramount and Dudley's believe the scheme provides powerful evidence of both. In March 2005 six of our employees passed the CITB Site Managers Safety Training Scheme which aims to help Managers, Supervisors and others to manage Health and Safety on site, in accordance with current legal provisions within the context of their management skills.

Our Environmental Policy: We strongly believe that the protection and enhancement of the environment is a key business concern and that the successful management of design, construction and disposal of waste is fundamental to our business success. We believe that we have a duty of care towards our neighbours, clients and other stakeholders and we will ensure

that we maintain standards on our sites and in our office premises, meeting all relevant approved or industry codes of practice.

Dudley's in the Community: We play an active role in the local community in which we build, supporting charities, sport and education in many different ways.

Our Objectives

To deliver our responsibilities to our stakeholders we need to address the following:

1. Make Dudley's an employer of choice amongst the South East Wales Community, to continue to attract the best young people who stay and grow with the Company as has been the case with five of our Board Directors. We shall also endeavour to provide Apprenticeships and Training Schemes to ensure that our staff have the necessary skills to carry us successfully into the 21st Century
2. Improve our awareness of Health & Safety issues and reduce our accident rates via the implementation of Training Schemes such as the CITB Site Managers Safety Training Scheme and ensure that all our staff carry CSCS cards
3. Deliver a high standard of customer service, introducing new procedures to improve the quality of build and installation and to ensure that we deliver on time and on budget to ensure increased levels of customer satisfaction
4. Maintain our Corporate Social Responsibility policy via on-going dialogues with our supply chain regarding health and safety and the environment
5. Ensure specific regard for the communities in which we work and for the environment
6. Improve our performance in terms of environmental management and impact via the introducing of new waste management procedures, as well as, improving recycling of materials and reduce landfill usage.
7. Continue to invest in the Community via voluntary fund raising activities, sponsorships and supporting staff ambitions outside of the work environment

Our Staff

In a competitive environment Dudley's commitment to its' employees is paramount.

Pay & Benefits

Dudley's provide clear and fair terms of employment which are set out in an appointment letter and contracts of employment which are sent to every new employee as well as a detailed induction and a copy of CSR policy.

Members of staff is offered an Annual Appraisal, during which individual performance is discussed, training needs assessed and future goals established.

The remuneration of all employees is reviewed annually by the Board of Dudley's, in light of national and industry trends as well as the performance of individual employees.

All contracted members of staff are given the opportunity to join the Company's Contributory Pension Scheme.

As a UK based Company Dudley's complies with all UK legislation regarding the minimum wage, working hours and under age staff.

The maximum hours any Dudley's employee is required to work is 43 hours a week.

All contracted members of staff are entitled to at least 21 days holiday per annum, along with UK statutory bank holidays.

Dudley's operate a formal grievance procedure for employees should they wish to use it if they consider they are being treated unfairly.

Learning and Development

Dudley's provide excellent opportunities for employees to develop the appropriate skills, both through in-house training and external courses at all levels. We want to instigate an internal culture of continuous improvement to meet the demands of today's construction industry

Dudley's offer a wide range of training opportunities from apprenticeship schemes for trades skills, through to courses for Senior Managers and Directors to improve management techniques. Further training is available through our practical on-site training, external senior management programmes and in-house Safety Training Scheme.

Health and Safety

Dudley's is a keen protagonist of Health & Safety in the workplace. We undertake the appropriate actions to comply with Health & Safety best practice and legislation throughout our organization:

- Our in-house Health & Safety Representative reports directly to the Board regarding the Company's compliance with external Health & Safety legislation and the Company's own policies.
- A clearly defined Health & Safety policy is provided, relating to all our operations, both on development sites and within our offices. All employees receive a copy of our Health, Safety & Environmental Policy on their first day of employment and are required to positively adopt its principles.
- Employees are encouraged to be CSCS card carriers along with Site Managers undergoing the CITB Safety Training Scheme.
- Specific Health & Safety standards are applicable to all areas of the business, including the safety of customers visiting our sites.
- Compliance with Health & Safety legislation on-site is monitored through regular site visits from our in-house Health & Safety Advisor
- Dudley's Health & Safety Advisor provides regular reports to the Board on compliance with best practice and the incidence of accidents.
- All persons on site are inducted by our Site Management and required to wear the appropriate Personal Protective Equipment.

Our Equality and Diversity Policy

Dudley's is an equal opportunities employer and will not tolerate discrimination on grounds of gender, marital status, race, colour, nationality, ethnic or national origin, disability, sexual orientation, religious belief, trade union membership, or any other non-job related criteria.

Dudley's has in place a full equal opportunities policy relating to bullying, victimisation and sexual harassment.

Dudley's Managing Director operates an Open Door Policy for employees to air grievances or discuss issues of concern.

Our Customer Satisfaction Policy

Dudley's believe that delivering high standards of service to our clients is an integral part of our business. Good customer service is very much a part of our mission statement. Retaining relationships with our clients is also extremely important for us; clients' such as Tesco working with us for over 37 years demonstrates our commitment to satisfying customer needs

Our Contractual Obligations to our Customers:

Dudley's work to the contract conditions set out by our clients plus any specialist conditions required. Standard contract conditions are the JCT Form of Contract.

Dudley's understand their client's markets and the importance of the projects to them. Dudley's strive to deliver the right project at the right price on time to ensure the customers are satisfied with the end project. Dudley's are considerate to the working environments of our client's projects and aim for minimum disruption to the client's business during the course of the project.

A post project Customer Satisfaction questionnaire is in place to review the performance of the company and identify areas of improvement for future projects. This also identifies areas that the company do well.

Customer Satisfaction

Dudley's take customers' views very seriously. Following project completion, a member of the Senior Management team contacts the Client to complete a post project customer satisfaction questionnaire to assess areas of improvement. The criteria assessed covers communication; defects; programme & delivery; health & safety; quality; people & responsiveness and price.

Quality Control

Dudley's Architectural Aluminium were assessed and approved by QAS Ltd to the following management systems, standards and guidelines: ISO 9001:2000 with the permitted exclusion of Chapter 7.3 Design and Development and Chapter 7.6 Control of Monitoring and Measuring. The approved quality administration systems apply to the following: the supply and distribution of architectural aluminium system. The company's range of services includes the fabrication and installation of aluminium curtain walling, glazed roofs, fire screens and windows manufactured for the fitment to commercial premises.

Our Suppliers

We believe that as environmental and social concerns become ever more of a priority for forward-thinking businesses, our relationships with suppliers and sub-contractors are a key area of focus. We aim to ensure that we trade ethically as well as looking to trade with partners that share our philosophy of corporate social responsibility.

Supply Chain

- Dudley's trades with suppliers and sub-contractors who clearly set out their terms and conditions of trading.
- All sub-contractors receive a copy of our customer service policy and procedures, with which they agree to comply as part of their contract
- Dudley's pays suppliers and sub-contractors in accordance with the terms and conditions set out in the contract
- We have an on-going assessment of key suppliers and sub-contractors to ensure they meet our policy criteria.

Ethical Sourcing & Resources

We endeavour to specify products and materials that generate the least environmental impact

Dudley's aim is, where possible, to only deal with suppliers and sub-contractors who are able to demonstrate their commitment to the environment through their own codes of practice

Our internal procedures require an ethical relationship with suppliers and subcontractors, by forbidding the exchange of payments or substantial favours between the two parties.

Dudley's long standing relationship with suppliers and sub-contractors means that a shared understanding has been developed to improve the efficiency of our operations and reduce environmental impact.

Environmental Impact Management

Dudley's takes its' role in the environment seriously and always considers the impacts that our developments will have on the environment.

We always work closely with the client prior to any development to ascertain the appropriate building materials and create a solution that harmonises with existing environmental features.

Waste

Surplus material is re-used on our developments wherever possible in order to reduce transportation and eliminate the environmental impact caused by its disposal.

Awards

Dudley's have been awarded for three years running the Outstanding Sales Achievement Award for Kawneer Architectural Aluminium Products endorsing our longstanding commitment to our suppliers

After 85 years in business Dudley's were still able to feature in the Deloitte Indy 100 as one of the UK's fastest growing companies demonstrating that although our heritage is important we are still a Company who look to the future and do not stand still

Dudley's were shortlisted as one of the Best Companies to work for in Construction by Contract Journal – June 2005.

Dudley's were also shortlisted for SME Contractor of the Year by Contract Journal October 2005.

Investing in the Community

The Dudley family has always held a belief that the Company has a responsibility to the Community in which it operates and actively encourages the involvement of its employees to help provide benefits e.g. Staff collected over 70 Easter Eggs in April 2005 for The Children's Hospital of Wales and regular raffles for selected charities.

Dudley's were also very proud to support Steve Kirsh, who had worked for the Company for 7 years as a Fabricator at Dudley's Architectural Aluminium, whilst he embarked on a Tour of Duty in Iraq. Steve is a Sergeant for the Artillery Battery of the Territorial Army and was involved in front line duty in Basra

Sport Sponsorship

Dudley's are the main sponsor of Cross Keys Rugby Club, a relationship that spans over 10 years, with Mike Dudley currently holding the position of Club President.

Dudley's also sponsor:

The Junior Tour of Wales - the classic 3-day cycling bank holiday event. More info

Cwmcarn Cycling Club to support an employee, Ross Porter, who has won a string of first place prizes including: 2003/4 Club Cyclo Championships, 2004 VET Welsh Dragon MTB County Series, 2004 VET Welsh MTB Enduro Championship as well as 2nd in the 03/04 Welsh Dragon Cyclo X league Senior and 7th in British MTB Cross County Rankings

Radyr Rangers a local youth team, who offer development coaching for children as young as four and provide football training for approximately 200

Fundraising

The chosen charity for 2005 is the Youth Cancer Trust which is based in Bournemouth, Dorset. The Y.C.T. is a Charitable Company Limited by Guarantee and registered at the Charity Commission. Its objectives are to provide holiday breaks for young people between the ages of 14 and 25 with cancer and attending any Hospital in the United Kingdom and often when required provide accommodation for one sibling (brother or sister), partner or friend. As Managing Director of Dudley's and a keen amateur cyclist Mike Dudley will be cycling from our head office in Newport to Bournemouth in an effort to raise funds. The event will take place in May 2005 and he will be accompanied by fellow employees of Dudley's, friends of the company and members of Cwmcarn Paragon Cycle Club, whom Dudley's have supported for many years.

Dudley's are also long standing supporters and members of the Lord's Taverners Charity.