

# **STATEMENT OF CORPORATE RESPONSIBILITY**

Aspro is committed to acting responsibly throughout its business operations, seeking to minimise any potential negative impacts on people and the environment and to maximise AsPro's positive contribution to the local community and the society in which it operates.

## **Managing Responsibility**

Aspro ensures that management decisions are reached transparently and openly. Decisions required at board level are reached following a meeting of the directors during which a full record is made of the discussions.

On a day to day basis corporate responsibility is managed within the businesses. Managers meet regularly to discuss developments within the business structure; looking at examples of best practice; sharing information throughout the business units and considering the company's current performance and proposed new initiatives.

## **Charities and Fundraising**

Aspro provide sponsorship to a number of charity fundraising events each year.

In addition, individual employees are encouraged to participate in charitable fundraising events, which are fully endorsed and supported by Aspro, where those charitable events have been discussed with the individual's line manager and comply with AsPro's policy on equality and diversity.

## **Environment**

Aspro is mindful of the importance of the protection of the environment and is firmly committed to creating business growth, which is not achieved at the expense of the environment, quality of life or social equity...Concern for the environment and the quality of life is an integral and fundamental part of the way in which we conduct our business.

Employees are actively encouraged to recycle and sustainable resources are used wherever possible.

Aspro seeks to safeguard the organisations assets and reputation, whilst encouraging the development of responsible business. To this end Aspro seeks to:

- Minimise waste and promote efficient use of energy, raw materials, manufactured products and natural resources.
- Maintain systems that ensure high standards of environmental performance, conserve resources, prevents pollution and meet regulatory environmental standards.

Further details are available in the company's environmental policy.

## **Economy**

### Customers

Aspro operates in a competitive marketplace and seeks to ensure that the service offered to customers is both competitively priced and good value for money. Aspro works hard with customers to ensure that the service provided to them is of a high quality and encourages feedback from customers to ensure AsPro's continued commercial development.

### Employees

It is essential for Aspro to continue to develop the skills of our people. Besides day to day skills development and regular training activities across the organisation Aspro work with our employees to assist their development within their chosen career in accordance with AsPro's training policy.

## **Society**

### Staff

Aspro encourages an open and transparent workplace in which staff are comfortable in discussing any issues with their line managers. Managers have an open door policy in which all employees may contact them informally to raise issues.

Aspro aims to create a working environment in which all our employees can develop their full potential. Valuing and promoting diversity across all our businesses is an essential part of achieving that goal. Our equality and diversity policy ensures that this commitment is reflected throughout the company.

### Customers

Aspro provides services within the community and therefore is careful to ensure that whilst in the community the service provided to customers is respectful and professional. Any complaints are passed to management and dealt with as a matter of urgency. Aspro encourages all customers to provide informal and formal feedback to ensure services are continually assessed and improved.