



**OUR  
CORPORATE  
SOCIAL  
RESPONSIBILITY**



**MONARCH PARTNERSHIP**  
*Utilities simplified*

2018

# CORPORATE SOCIAL RESPONSIBILITY POLICY



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# INTRODUCTION

## OUR CORPORATE SOCIAL RESPONSIBILITY POLICY

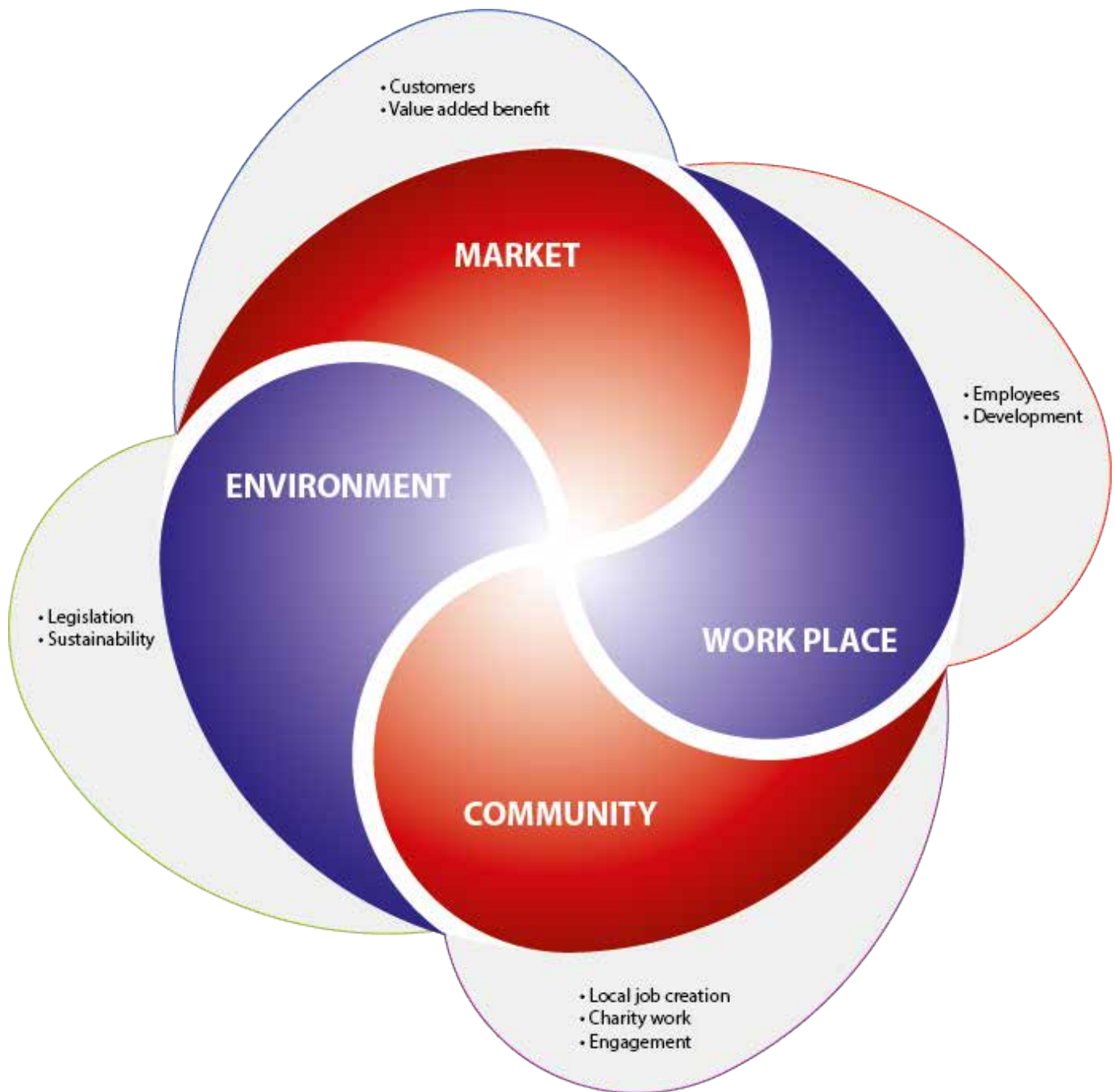
The Monarch Partnership is a small, but fast-growing privately owned company. We have taken the decision to express our corporate social responsibility policy through this statement of values that govern all our work.

We ensure that all our work contributes to sustainable development and protecting the environment. These principles apply both to the work we carry out for our customers (such as helping businesses use their energy more efficiently and in meeting their Carbon Emission reduction targets) and the way the company works (e.g. using recycled paper, recycling in the office, minimising energy use, using public transport for travel). All our actions aim to integrate social, economic, environmental and governance benefits for the planet and for the society.

We have a set of core values that inform and guide all the work we do, and the way we do it:

- Integrity and professionalism: maintaining personal and corporate ethical and professional standards.
- Flexibility and responsiveness: building on knowledge and experience to develop solutions that are relevant to the specific circumstances and needs of our clients.
- Partnership: working with others to deliver maximum benefits for our clients and our business.

# OUR CORPORATE SOCIAL RESPONSIBILITY SYMBOL



# MARKET

## MARKET – CUSTOMERS AND VALUE ADDED BENEFITS

We are unique and offer our clients a number of value added services, including:

- Resident meetings/workshops – enabling them to reduce their energy bills
- U-switch branded consultant for domestic household markets
- On-site energy sector training for our clients and their staff/customers.
- Affordable Warmth guide to tackle fuel poverty and help save energy.

# ENVIRONMENT

## ENVIRONMENT - SUSTAINABILITY

- Sustainability: respecting environmental limits, the links between social, environmental, economic and governance benefits, and the needs of future generations.
- Successfully accredited with ISO14001 for our environmental management system.
- We recycle over 3 million pieces of paper annually.
- Our offices are eco-friendly, please see our separate Environmental Policy for reduction of GHG emissions and waste management.
- We support the annual “Cycle to Work Week” initiative.
- We encourage the use of public transport for work commuting

## ENVIRONMENT - LEGISLATION - The Modern Slavery Act 2015

Human trafficking and slavery are crimes under UK and international law. These crimes exist in countries throughout the world. Monarch is committed to ensuring that human trafficking and slavery does not exist within our business.

In our separate Modern Slavery Statement, we also detail how we make efforts to eradicate the same from other businesses with whom we work with. We will take appropriate steps to ensure not only our own compliance but also that these requirements are followed by its suppliers, subcontractors and/or business partners (collectively referred to as ‘Suppliers’). All our suppliers must adhere to the Modern Slavery Act 2015. Where they fail to do so, we will cease trading with them.

**Human Trafficking:** The recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation.

**Forced Labour:** All work or service, not voluntarily performed, that is obtained from an individual under the threat of force or penalty.

**Harmful Child Labour:** Consists of the employment of children that is economically exploitative, or is likely to be hazardous to, or interfere with, the child’s education, or to be harmful to the child’s health, or physical, mental, spiritual, moral, or social development.

# WORKPLACE

## WORKPLACE – EMPLOYEES AND DEVELOPMENT

- Innovation and learning: we are always looking for new and better ways of working via new technology, improved processes, training and brainstorming and new service development.
- We are ISO 9001 accredited, operating under certified quality management system (QMS) to consistently provide products and services that meet the needs of our customers and other key stakeholders.
- We are accredited under the “Investors in People” scheme. In 2014 were accredited in the “Best Places to Work” programme.
- Equality and diversity: treating everyone with dignity and respect. We have a separate Equality and Diversity Policy, which we review and update regularly.

Health and Safety (H&S): we have a strict H&S policy in place, which we regularly monitor, assess and update as and when needed.



# COMMUNITY

## COMMUNITY – CHARITY WORK, LOCAL IMPACT AND ENGAGEMENT

- Positive local impact and engagement: we aim to leave a positive economic, environmental and social legacy for our local community by actively engaging with local people and organisations.
- We employ people that live locally to our business
- We engage with and raise money for up to three charitable organisations per year that are chosen annually in consultation and agreement with our staff
- We empower our staff to volunteer for local organisations for an agreed period of time each year
- We run local Tenant Green Deal forums
- We provide free energy consultation for businesses in the local area



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