



CONCERTO

Corporate Social Responsibility Policy

AUGUST 2017

AMBITIOUS

FAIR

PASSIONATE

PROFESSIONAL

THE POLICY

The Concerto Group is committed to ensuring accountable and sustainable social and environmental responsibility, with observance and reference to the ISO 26000 framework. ISO 26000 is an internationally recognised standard providing voluntary guidance on the principles of social responsibility and ways to integrate socially responsible behaviour and processes into an organisation.

1. POLICY STATEMENT

1.1 We as a Group strive to build a business that has a holistic approach to upholding social and environmental responsibility. We want to make positive and sustainable contributions to our staff, stakeholders, clients, suppliers, and the environment, and to the communities in which we live and work. To achieve this, we are evaluating and adapting our social responsibility policies to reflect the recommendations in the ISO 26000 standard.

Our Objectives are;

- 1.2 To observe and integrate the International Standard of ISO 26000 for Corporate Social Responsibility as much as possible
- 1.3 Develop Group-wide strategies, policies and targets that reflect our long-term commitment to social responsibility with appropriate due diligence
- 1.4 Encourage effective participation of all levels of employees in the Group's social responsibility objectives and visibility of our policies and progress
- 1.5 Track the implementation of decisions to ensure that these decisions are followed in a sustainable and socially responsible manner and to determine accountability for the results of the Group's decisions and activities
- 1.6 Periodically review and evaluate the governance processes of the Group; adjust processes according to the outcome of the reviews and communicate changes throughout the Group
- 1.7 Ensure equal opportunities for all our staff and not discriminate either directly or indirectly in any labour practice
- 1.8 Provide adequate training to all personnel on all relevant matters
- 1.9 Provide equal health and safety protection for full-time, part-time and temporary staff, as well as subcontracted workers
- 1.10 Minimize risks in the design of our products and services – due diligence in the estimating and evaluating the risks and health and safety assessments. Implement necessary control measures to ensure health and safety standards are upheld by our permanent and temporary staff as well as all contractors that we work with. Method statements are produced as part of the Group Health and Safety Policy.
- 1.11 Promote fair and practical treatment of the costs and benefits of implementing socially responsible practices throughout the value chain, plus where possible, enhancing the capacity of organisations in the value chain to meet socially responsible objectives. This includes suitable purchasing practices, such as ensuring that fair prices are paid and that there are adequate delivery times and stable contracts.

2 IMPLEMENTATION

2.1 Policies and processes which have been reviewed improved and implemented across the Group in order for us to fulfil our social responsibility objectives are;

2.2 Accountability and transparency of our policies

Our key policies are visible across the Group and are hosted on the company-wide intranet which is accessible to every staff member. Tracking of progress is documented accordingly following periodic reviews.

2.3 Align our values to reflect social responsibility

The Concerto Group values honesty, equity and integrity, with fairness as one of our core values and principles. Fairness in relation to how the Group operates with staff, stakeholders, suppliers and clients in mind.

2.4 Equal opportunities, Development and Staff Benefits

Our success as a group is based on the strength of our teams. We are dependent on our talent and we want our teams to develop and grow with the Group. We want to reward our people and share in the Group's success. As such, we are committed to **investing in staff development** throughout the Group and, in particular, the management team that supports growing the client base and mentors the teams that they lead. We have various internally and externally led **training programmes** in place, including commercial, CRM, account management training and regular health and safety courses.

We are committed to working together in fairness, impartiality, awareness and sensitivity and we recognise that discrimination is unacceptable and that it's in all our interests to maximise the potential of our workforce. Our **equal opportunities** and **diversity** policy ensures the fair and dignified treatment of current and potential employees is fundamental to the growth and success of the Group.

All our staff are entitled to a range of benefits including:

- Group pension scheme
- Additional holiday entitlement for birthday leave
- Development and training
- Cycle to work scheme
- Season ticket loans
- Duvet days
- Employee referral scheme
- Childcare vouchers
- Employee of the month – celebrate our staff's achievements

2.5 Health and Safety Training

The Group actively promotes and maintains the importance of physical, mental and social well-being of staff with policies and regular health and safety training.

Development of our staff with the relevant training, opportunities for growing with the Group by gaining skills and qualifications is a crucial part of our business. We are committed to advancing our teams' professional and personal development through equal opportunities.

Within our industry it is the utmost importance to ensure that all our staff, both permanent and temporary, contractors, clients and event attendees have their well-being safeguarded. The health and safety policy identifies the health and safety requirements across the Group and sets in place measures and responsibilities to ensure these systems are implemented consistently through inductions, training and recording. The Safety Committee works with an external health and safety advisor to audit and ensure our systems are up to date and compliant. Meetings with the external consultant occur three times a year. During events appropriate risk assessments and method statements are produced alongside first aid training. In our catering kitchens, our catering division Create, ensures that the highest levels of health and safety and hygiene in relation to the kitchen staff and the safe handling of food is adhered to across all our sites. Relevant and regular training to job-specific competencies is implemented and monitored thoroughly.

Our Food Safety Policy provides a framework for compliance with the following:

- Regulation (EC) 852/2004
- The Food Safety & Hygiene (England) Regulations 2016
- Regulation (EC) 178/2004
- Regulation (EC) 853/2004

2.6 Contributing to Society

Through a group-wide pole, **Ataxia UK** was chosen as our **nominated charity**, since 2015. The group has proudly taken part in various **fundraising activities** from sponsored cycle rides and Thames walks to cake sales and donations. In addition to these fundraising events, the group introduced **Payroll Giving** to make it easier for staff to make tax-free charity donations. Ataxia is the name given to a group of neurological disorders that affect balance, coordination and speech. There are many different types of Ataxia that can affect people in different ways. There is currently no cure for Ataxia.

For event services we provide special rates for charities and offer free marketing services to promote their event and their related fundraising activities. We have also donated prizes for charity auctions that we have hosted at our venues.

We engage with tutors from UK universities to offer work experience and internships for students on the Event Management courses, offering valuable experience within the industry. We also engage with local schools to provide work experience; one such scheme is the training of disadvantaged students from the Nightingale School in kitchen skills at Create.

2.7 Environmental Responsibility is a collective approach across the Group. Eco-efficient approach and processes have been identified and are being carried out across the divisions.

It is important for us to focus on **sustainable procurement** with analysis of entire life cycles of products and services.

With all our seasonal temporary venue installs, we take due diligence with the health and safety and environmental aspects. Our sites are based in areas of significant historical importance; one such site is within the Historic Palaces, therefore thorough social responsibility measures are in place as best practice.

For our site installs and the operation of our temporary venues we try to utilise recycled materials where possible. For example all the carpets in our temporary venues are made from recycled materials and many of the building materials are reused each season. The marquee coverings have been soundproofed in consideration of the surrounding community in the near vicinity of our sites and minimizing the noise impact. Where possible we utilise hard power and mains water so our sites are more efficient with a direct source to reduce our carbon footprint. For our temporary venue sites which operate seasonally, GBN have helped us recycle 99% of onsite waste. GBN Services are accredited with ISO 9001, OHSAS 18001 and ISO 14001.

Our catering division Create has extensive policies for environmental and health and safety measures in place. Create operates across our venue sites as well as in other prestigious venues across the UK. ACM is a third party waste disposal provider for all of Create's food and waste recycling. As an ISO 14001 consultant, ACM help us **proactively reduce the impact of our business has on the environment**, whilst helping us meet our CSR targets and ensuring our compliance to sustainable business practice. Through an online portal we are able to monitor and track our recycling statistics – for example over one six month period Create recycled 86% of all waste.

Food Waste – all food waste is put into a portable compacter at Create headquarters as well as the cooking oil from Create and the venue sites, and taken to an energy plant for recycling fortnightly.

Mixed Recycling – all glass, plastic, tin, printer toner, batteries and paper waste from our Concerto offices is recycled through First Mile and Create's headquarters is covered by ACM. First Mile is **carbon neutral** where nothing goes to landfill and what cannot be recycled will be used to **produce green energy**. The past year Concerto has had 100% of our waste recycled from monthly reports provided. Both First Mile and ACM ensure the disposal or recycling of the group's waste in a manner that is **environmentally friendly and adheres to EU regulations**.

Though we have recycling points throughout our offices we encourage our staff to reduce the amount they print. For our office supplies we purchase recycled environmentally friendly products where possible.

Carbon Footprint Reduction - we promote alternative travel measures that have less impact on the environment such as offering our staff a cycle scheme and subsidising season passes. Due to the nature of our industry with late event finishes, some staff will need to use taxi services, as public transport is out of operational hours and to ensure their safe travel to and from site. Our taxi supplier is Green Tomato Cars who is **ISO 1400 accredited** and **carbon neutral** through carbon offsetting and their use of electric/petrol hybrid Primus cars. The Group receives an emissions report on the impact of our taxi journeys and how they have been off-set.

Create is able to utilise their extensive stock of bespoke table top equipment, offering a variety of options to the client including their own recycled glassware. This equipment is delivered by Create, where possible, to **avoid multiple deliveries**.

We aim to reduce food miles by sourcing our produce from local suppliers where possible, and utilising seasonal ingredients.

Suppliers – we actively seek to work with suppliers who strive to achieve high environmental standards and practices. For our events as standard we source our bottled water from BELU, a carbon neutral company. Profits go towards clean water projects in third world countries, developing sustainable and safe water sources. The disposable water bottles we readily supply to our service and supplier staff at events are made from corn and are biodegradable.

Within the hospitality industry supply chain there are a number of stakeholders who rely on the event supplier and caterer to trade in an **ethical and fair manner**.

Food Sourcing - Create use **fair trade** coffee, tea, sugar and bananas as standard.

Create selects products and services very carefully, paying particular attention to purchasing, pricing and adding value for our suppliers and customers. They develop menus with priority given to sourcing from local, artisan and organic food and drink suppliers with **sustainability in mind**. Where possible, we are supportive of smaller scale British regional and local enterprises, imposing a vertical supply chain which allows "farm to fork" to become reality. Our menus are re-designed each Spring and Autumn to encompass seasonal ingredients and take advantage of the abundant products available within the UK.

Provenance is important for our supply chain and ethically sourced produce. Our fish is sourced through sustainable suppliers and we stipulate that we are only offered **MSC certified supplies** that are not on the 'at risk' register. All our beef is sourced from grass-fed cattle and our Executive Chef visits the supplier each year, keen to observe the strict environmental practices they apply to their farming.

Our ethical purchasing ensures that suppliers share our values.

3. REVIEW

3.1 All our policies have regular review points, either on an annual basis or in line with legislative changes. It is important for us as a Group to constantly improve our processes and develop our teams in order to achieve our social and environmental responsibility objectives. We are looking at better ways in which we can track our progress across the Group, therefore the SHE (Safety, Health and Environmental) Committee has been formulated. The SHE Committee is responsible for a group-wide programme to improve our environmental performance, to set policies and targets and implement management systems to monitor and measure the performance.