



Corporate Responsibility Policy



Introduction

Company Profile

Duval has approved contractor status under the Governments Security Industry Authority (SIA) Act, and is subject to regular inspections by the SIA.

The company is a family Run business with over 30 years of security experience and offers an extensive range of security services which are tailored made to meet the requirements of companies and organisations.

All Security Officers employed by the company are individually licenced under the Security Industry Authority (SIA) and as such are subject to vetting reviews by both the SIA and the company.

Company Policy

Duval Company values are representative of who we are, where we are going and how we will get there.

We seek excellence in every aspect of our business and are committed to minimising the environmental impacts of our business by:

- Continually improving our environmental performance and to integrate recognised environmental management best practice into our business operations.
- Reduce our consumption of resources and improve the efficient use of those resources.
- Measure and take action to reduce the carbon footprint of our business activities.
- Managing waste generated from our business operations according to the principles of re-use, recycling and reduction.
- Managing our business operations to prevent pollution and help where possible, and through our prestart risk assessments, help our clients to prevent pollution.
- Giving due consideration to environmental issues and energy performance in the use of our buildings and equipment.
- Ensuring environmental criteria is taken into account in the procurement of goods and services
- Complying as a minimum with all relevant environmental legislation as well as other environmental requirements to which the company subscribes.
- Set up and monitor key objectives and targets for managing our environmental performance on an annual basis.
- Communicate internally and externally our environmental policy and performance on a regular basis and encourage feedback.
- Communicate the importance of environmental issues to all our staff both administratively and operationally.
- Work together as a family and learn from each other (staff suppliers, clients and their agents) to promote improved environmental performance.
- Promote appropriate considerations of sustainability and environmental issues in the services we provide to our clients.
- We will focus on encouraging our staff's ambitions and helping staff to do their best for the company to surpass our client's expectations.
- Renewing our environmental polices regularly and thus making Duval ever stronger in a rapidly changing environment



Protecting the environment

The vast majority of Duval's work is contracted to customer sites or otherwise outside Duval's estate. The focus of Duval's environmental initiatives are therefore:

- To help clients achieve their own environmental objectives, both by complying with their policies on these matters and by suggesting or advising on ways of improving working practices and sustainability. (Duval security officers receive guidance on the managing of energy efficiency and waste at clients sites.)
- To conduct our activities and business with proper regard to the conservation of the environment and by the fact that most contracts which it enters into Duval assumes obligations to ensure compliance with all relative environmental legislation and regulations.

The well-being of our staff

Duval's Management are committed to helping our people manage change and unforeseen circumstances through life's ups and downs, through this commitment we are able to help our people to look after their well-being.

Our people are our greatest assets. Our investment in them and their wellbeing are at the forefront of everything we do.

Every day our people do amazing jobs in often challenging circumstances, they handle situations with great customer passion and care.

We recognise that, as we provide services for clients in often challenging circumstances our front line staff are the face of Duval. Therefore we work hard using our values as a common thread, to ensure we attract, retain and develop the right talent at all levels and to help us in our ambition of exceeding our client's expectations.

The average working person will spend over a third of their waking hours at work, this places a great responsibility on Duval to look after the welfare of its people, in both terms of their physical safety and their general wellbeing. We take this responsibility very seriously because the success of our business depends on the talent, commitment and wellbeing of our people.

Duval's commitment to its people is to:

- Respect the standard's outlined in the universal declaration of human rights.
- Promote equality and diversity.
- Offer training to our people to fulfil their potential
- Provide a working environment that protects the health and safety of our people.
- Respect our people's rights, and ensuring a positive relations climate.
- Listen to their issues and act accordingly.

Diversity

Duval has long been committed to a policy of equal opportunity and of encouraging diversity among our people. We take proactive steps to ensure that current and potential employees do not suffer discrimination, whether on grounds of gender, age, disability, religion, ethnic origin, or sexual orientation. Duval believes that a diversified workforce is a stronger one. Our administration and management team undergo training to learn about managing diversity and to understand their role and responsibilities in that process.



Training

New employees undertake an induction and training program to equip them for the tasks that they will undertake as security officers or administration staff, to improve their health and safety at work aspect, which in turn will enable them to do a better job for our customers.

Health and Safety

Health and safety is an integral part of everything we do. Training takes place at all levels throughout the business including directors and senior management.

Innovation

Innovation is actively encouraged whereby employees are invited to make suggestions for improving site operations. These suggestions can either relate to our own service provisions or something concerning our client's business operations. All suggestions are reviewed by our directors and senior managers, not only does this continuously improve our own service but it can have quite significant benefits for our clients.

Consultation

Duval conducts regular employee satisfaction surveys, the results of which are reported on and shared with all employees together with details of any action plans proposed to address the issues revealed by the surveys.

Good House Keeping

A significant amount of energy can be saved relatively easily by applying a number of straightforward common-sense measures and building awareness. A clear awareness of good housekeeping throughout Duval's workforce shows the importance of environmental issues, energy efficiency and waste management is part of Duval's commitment to environmental sustainability. By switching off equipment when not in use (PCs, printers, photo copiers, lighting) at our offices we reduce energy consumption and carbon footprint.

All waste paper is recycled and reused as bedding for horses and in chicken coops

Security Officers are rostered on sites local to their homes so that they can walk, cycle or use local transport to get to their place of employment

Drivers are advised that the use of the vehicle's air conditioning system should be used sparingly as this can increase fuel consumption by around 10% and to drive at sensible speeds and to keep to the national speed limits.

Drivers are also asked to keep a check on the tyre pressure as under inflated tyres can add as much as 2% to the fuel bill.

Duval conducts its activities and business with proper regard to the conservation of the environment.

Jennifer Stone - Compliance Manager
October 2018