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Corporate Social Responsibility

Tel: **01283 222044**

Email: info@mainlinegroup.com

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Commitment

At Mainline (1982) Ltd. (referred to as Mainline), we recognise the importance of integrating our business values and operations to meet the expectations of our stakeholders: our customers, employees, suppliers, the community and the environment

This Statement is about how Mainline takes account of economic, social and environmental impacts in the way it operates as a business. By demonstrating our commitment to Corporate Social Responsibility we aim to align our business values, purpose and strategy with the needs of our clients, whilst embedding such responsible and ethical principles into everything we do.

The elements of this Statement cover our approach in dealing with our clients, suppliers and the local community principles in an effort to support reducing our energy, procurement, transport, water use and other business usage to reduce our carbon footprint and environmental impacts.

Business Conduct

The Directors shall ensure that:

- We encourage suppliers and contractors to adopt responsible business policies and practices
- We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy
- We shall ensure a high level of business performance while minimising and effectively managing risk ensuring we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders
- We shall operate in a way that safeguards against unfair business practices
- Our contracts will clearly set out the agreed terms, conditions and the basis for our relationship
- We will continually review our policies and business practices to encourage engagement with small and medium enterprises and to promote the development of the regional supply chain
- We will register and resolve customer complaints in a professional and timely manner

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Environment and Sustainability

Protection of the environment in which we live and operate is part of Mainline's core values and principles and we consider it to be sound business practice. Care for the environment is one of our key responsibilities and an important part of the way in which we do business.

We commit our company to:

- Complying with all relevant environmental legislation, regulations and approved codes of practice
- Protecting the environment by striving to prevent and minimise our contribution to pollution of land, air, and water
- Seeking to keep wastage to a minimum and maximise the efficient use of materials and resources
- Managing and disposing of all waste in a responsible manner
- Providing training for our staff so that we all work in accordance with this policy statement and within an environmentally aware culture
- Regularly communicating our environmental performance to our employees and other significant stakeholders
- Developing our management processes to ensure that environmental factors are considered during planning and implementation
- Monitoring and continuously improving our environmental performance
- Working with like-minded suppliers who take steps to minimise their environmental impact

We take consideration of environmental issues in the professional services we provide and endeavour to reduce our environmental impact to an absolute minimum. The Directors will ensure that the all staff reduces the environmental impact of the Mainline by:

- Reducing all our transportation requirements wherever possible and utilising public transport and such facilities as web-ex and conference call facilities
- By using vehicles that are regularly serviced and checked with regards to their emission levels and economically use their fuel
- Sourcing and buying locally to save fuel costs wherever possible
- Ensuring that all lights and equipment is switching off when not required
- Ensuring that water is used efficiently
- Using scrap paper for drafts and notes
- Printing in black & white and double sided wherever possible
- Recycling all waste (shredding all business documentation)
- Sourcing recycled materials wherever possible
- Continue to work with our vendors to reduce their impact on the environment

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Please read this in conjunction with our IMS Policy.

People and Community

The Directors shall ensure that:

- We eliminate discrimination on any grounds and promote equality of opportunity in the supply chain
- Suppliers to be local where possible (i.e. within 50 miles)
- Our contact and contacts with our customers and suppliers will take into account their customs and cultural requirements
- We operate an equal opportunities policy for all employees, irrespective of race, sex, disability, nationality or ethnic origin
- We offer our employees clear and fair terms of employment, remuneration and continual development
- We are committed to developing the next generation of skill within the industry and actively seek out young people and apprentices
- We shall provide and maintain a clean, healthy and safe working environment
- We actively encourage staff to engage with the community, supporting charity events, schools, animal welfare and the local constabulary

Clients

The Directors will also ensure that we deal responsibly, openly and fairly with clients and potential clients by:

- Ensuring that all our advertising and documentation about the business and its activities are clear, informative, legal, decent, honest and truthful
- Being open and honest about our products and services and telling customers what they want to know, including what we do to be socially responsible
- We will avoid pressure selling techniques
- Ensuring that if something goes wrong we will acknowledge the problem and deal with it
- We will listen to our clients so that this can help us improve the products and services we offer to them
- Ensuring that we benchmark and evaluate what we do in order to constantly improve our competitive edge in the marketplace.

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The Directors will also ensure that we deal responsibly, openly and fairly with suppliers by:

- Ensuring that we use local suppliers as much as possible
- That we will endeavour to pay on time
- Not expecting any discounts to have a detrimental effect on their business

The operational and ultimate responsibility for the commitment to our corporate social responsibility principles lies with the Directors of Mainline. Every employee of Mainline is expected to give their full co-operation to the above principles in their activities at work. Consultants, subcontractors and/ or visitors are also expected to apply our environmental principles.

The effectiveness of the Policy Statement will be monitored and reviewed at least annually by the Directors to ensure the Company's continuing compliance with any relevant legislation and to meet new business requirements and to identify areas in need of improvement.

Approved on behalf of the company by:

Carole Williams Director

Date: 20th May 2019

Document history

This document will be reviewed at regular intervals and updated accordingly. The details of the revisions will be identified and recorded.

Version	Details of Version/s	By Whom	Date
01	First draft	Keith Williams	29/06/2015
02	Reviewed and revised format	Carl Ormerod	27/05/2016
03	Reviewed and revised	Carole Williams	02/06/2017
04	Reviewed	Carole Williams	22/05/2018
05	Reviewed and additions made	Carole Williams	20/05/2019

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