

# CORPORATE SOCIAL RESPONSIBILITY.

**rfm**GROUP™  
FACILITIES + INTERIORS

FORWARD THINKERS. **TOGETHER.**

# CSR.

We believe that what we do now will be the basis for our business tomorrow. We believe that business today needs to balance success and responsibility. This will help to ensure a sustainable future.

Our goals are clear, and we constantly measure our progress against them.

The development of carbon footprint reduction plan has set new standards in terms of environmental impact management within our own buildings; highlighting further opportunities to drive out unnecessary waste, costs and emissions as well as demonstrating the strength and creativity which exists within RFM Group for innovative carbon management.



## Our values

We have a strong set of company values underpinning everything we do. These values influence our approach to work and guide the way we interact with our employees, our customers and suppliers and how we grow our business. Across our business we live our values as follows:

### **Honesty**

We are respectful of our customers and our colleagues, and actively promote an open, honest atmosphere throughout the company.

### **Entrepreneurship**

We believe that actions speak louder than word. Our employees take the initiative to get the job done.

### **Responsibility**

We take great care over what we do, and importantly, how we do it.

### **Quality**

We are professional down to the last. We deliver on our promises, and always aim to deliver the best possible service.

## Corporate Responsibility Vision and Communication

To us, Corporate Responsibility is the continuing commitment by RFM Group to behave ethically and contribute to economic development whilst, at the same time improving the quality of life of employees and their families, and playing a positive role in the local community and society at large the management and integration of issues, including environmental impacts, health, safety, employee relations, business ethics, and social and environmental impacts in the supply chain into everyday business practice We communicate corporate responsibility objectives and targets as follows:

### Employees

Via our internal company newsletter which goes to all staff, individual leaflets for staff (a larger version of which is placed on notice boards), management briefings and toolbox talks for frontline staff. We also run Corporate Responsibility training courses for senior management and induction courses for all management where corporate responsibility objectives and topics are discussed.

### Suppliers, clients and other stakeholders

Through our Corporate Responsibility Report, case studies and our website. We also update suppliers and clients in meetings and regular briefings and are looking to develop forums and other opportunities to exchange best practice with both customers and suppliers.

## Our approach

At the core of our approach to corporate responsibility are our stakeholders. Listening, understanding and responding to our stakeholders is essential not only to achieve our corporate responsibility vision but also to achieve business success. Our stakeholders include our employees, suppliers, customers, regulators, local authorities, government and the communities around our sites and where our people live and work, RFM Group and key opinion formers.

## Important topics

We recognise that our corporate responsibility strategy should address our most important corporate responsibility topics. These are the areas where the greatest impact can be made by, or on, the business and which are of greatest concern to stakeholders. Our top level material corporate responsibility topics are:

- Promoting Health and Safety at work
- Minimising and recycling waste
- Supporting clients in their environmental objectives in facility management
- Measuring and reducing RFM Group's carbon footprint
- Managing hazardous waste
- Sourcing responsible and sustainable products
- Creating a great place to work (engaging and developing our employees)

## People

People and Passion' epitomises our approach to business and is at the heart of our philosophy to provide opportunities and the right environment for our people to achieve their full potential. Our employees really are our greatest asset and our most valuable resource.

Our significant investment in the training and development of our people ranges from personal development, literacy and numeracy qualifications to technical, professional and academic qualifications. We make sure that our people have the right skills, training and support to excel in their work.

Over the past few years we have increased our focus on equality, diversity and inclusion awareness, and training in this area will continue.

We have a range of internal awards to recognise the efforts our people make in going the extra mile.

## Environment

The environment plays a major role in our CR strategy. Our environmental KPIs measure the carbon associated with the five key impacts of electricity, gas and water consumption, transport emissions, and waste creation.

We are targeting carbon savings in electricity and gas consumption through heating, cooling and lighting of our premises of 15% in 2013 against our 2010 footprint.

This is a significant undertaking and exceeds the expectations set by the UK Transition Plan of 2009.

We have developed an impact management system to provide robust management reporting to monitor and report impact data on water, waste, transport and energy consumption across our UK offices. This system is also able to identify successes in our recycling programme and pinpoint areas for further improvement.



## Carbon Reduction Commitment (CRC)

The CRC Energy Efficiency Scheme is a government initiative designed to force relatively high energy consumers to improve their energy consumption, instigate carbon management strategies and bring carbon to the boardroom agenda.

The scheme began in April 2010 and has introduced some thought provoking economic and reputational drivers for consumers of more than 6,000 mega watt hours electricity which is the equivalent of a spend of £46,000 per annum.

Participating organisations will have to monitor their emissions and purchase allowances for each tonne of CO<sub>2</sub> they create.

However reducing carbon emissions and increasing energy efficiency will save money.

## Sustainability

Environmentalism is no longer enough. It is now clear that sustainability is a key driver for all businesses across all sectors.

Sustainability, in short, is about people, planet and profit.

RFM Group believes a sustainable business will harm the environment as little as possible, assist those people who are affected by it as much as possible, and make sufficient profit to keep doing this for as long as possible.

Whilst products and machinery are important, labour and the way in which we deliver our facilities management services provides far more in terms of sustainability.



For example, cleaning during the day is the most sustainable way to clean; this avoids night time energy use, enables workers to have a more family friendly lifestyle, and develops opportunities to provide other services available within our portfolio. Day time cleaning has been around for a long time, but as an answer to sustainability, it really comes into its own and offers significant benefits.

## Health

The sustainability of our clients businesses is improved by a regime that targets bacteria and reduces the risks of human being health in the building.

We have demonstrated many times to various clients that our facilities management programmes will help cut sickness and absenteeism, and thus provide much needed and talked about added value.

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**LONDON**

+44 (0)207 129 8089

**LEEDS**

+44 (0)113 202 9000

**EDINBURGH**

+44 (0)131 242 0060

**[WWW.RFM-GROUP.COM](http://WWW.RFM-GROUP.COM)**