

Corporate Social & Environmental Responsibility

Our approach to integrating environmental and social considerations into our everyday working practices

Warwick Estates seeks to be the Trusted Property Partner in everything that it does. This applies to looking after our people, having pride in providing a first-class service to our clients and having a positive impact through being a good corporate citizen.

The principles encompassed in our CSR policy cover all areas of Warwick Estates operations and have been developed and continue to be reviewed against and updated by reference to relevant codes of corporate governance and standards.

Our corporate responsibility activities are structured into four areas.



It is in these areas where Warwick Estates believes that its impact can be seen. Our aim is to ensure that everyone does their best to support their colleagues, the market in which we operate and the wider community, and to ensure that we have as positive an impact in all these areas as is possible. Where there is a negative impact then we will work to minimise this.

Sustainable Business- Workplace

We care about our people and strive to ensure they are happy and satisfied in their jobs. To reflect the value we place on them, we consult and involve our people in decision making and empower them to shape their career path, influence their working environment and our involvement within our community.

We are committed to conducting our activities with the highest standards of care and integrity, and we expect our people to understand the ethical considerations associated with their actions and encourage them for proactively supporting our culture and embodying our values.

Our objective is to provide an environment where everyone:

- has the opportunity to show their talent and develop their skills
- is recognised and rewarded for the contribution they make
- is able to express their views and influence decisions
- is proud to be part of an organisation to which they feel ethically aligned
- has access to a wealth of wellness resources to support their needs

Our Practices

Safety	The general wellbeing, health and safety of our employees and customers is our paramount concern. Safety underpins all our operations, and our central motto is "If you cannot do it safely, don't do it". We have developed a high-level occupational health and safety policy, which underpins all of our safety management system.
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Health and safety, including the safety management system, is comprehensively covered via the Warwick Academy in the form of both training and reference resources.

Equal Opportunities and Fairness	Warwick Estates are committed as an employer to equality of opportunity. We have a detailed Equal Opportunities and Diversity policy which sets out our commitment to treat our employees equally and with fairness at all times.
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All employees are required to complete Equality and Diversity Training on the Warwick Academy annually.

Recruitment	All recruitment will be carried out with regard to fairness, equality and consistency for all candidates at all times. Recruitment practices will be inclusive, and we will endeavour to ensure there are no barriers to employment of suitable candidates.
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People Management	Warwick Estates believes all staff should be able to raise issues and have them address professionally. To achieve this, we employ a suitably qualified and experienced HR team to support and advise staff and management on all people management and performance related concerns.
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Performance Management and Feedback	Line management are encouraged to perform regular 121 meetings with direct reports and to check in regularly on staff who are working from home. Performance is formally reviewed annually with plentiful scope given for employee feedback.
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Pay and Benefits	Our benefits package is reviewed annually to ensure it is fit for purpose and reflects the changing needs of our organisation.
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Staff Training and Progression	Warwick Estates has a proven ethos of staff development and actively encourages promotion from within and development of its staff via provision of internal courses, CPD and contributions towards external training.
Communications	We issue a monthly newsletter to all our people to keep them informed of changes in the business, the wider industry, objectives, and news relevant to them. Additional ad-hoc communications are issued as necessary.
Access to Company Premises	We will take all reasonable steps to ensure that our buildings and premises are accessible to disabled employees, customers and visitors as required by the Disability Discrimination Act (DDA).
Complaints	Any employee who feels that they have grounds for complaint in relation to bullying, discrimination, harassment or victimisation has the right to pursue the complaint through our grievance procedures.
Whistleblowing	All employees have the right and the responsibility to question possible wrongdoings and are encouraged to remain vigilant against such possible actions. If an employee suspects wrongdoing (whether or not the suspected act has actually occurred), they should immediately report the matter to HR. HR will be able to advise if the action in question is in fact a wrongdoing. If the employee feels that they cannot report the suspected wrongdoing to HR, the employee should report it immediately to the Chief Operating Officer, who is authorised directly by the Board of Directors to investigate any such matters. Employees who report the suspected wrongdoing to the Chief Operating Officer may do so in confidence and may report the suspected wrongdoing anonymously if they do so via a letter. (Envelopes should be marked "Strictly Private and Confidential").
Wellbeing	Warwick Estates have a detailed Wellbeing Strategy that details the internal informal support for mental health matters as well as formal services such as the Employee Assistance Programme (EAP).
Data Protection	We comply with all relevant principles governing the protection of our employees' data.

Sustainable Business- Marketplace

We are committed to professionalism and integrity in everything we do. Every one of our clients, customers and suppliers have expectations of Warwick Estates. We will strive to work collaboratively, with openness and professionalism to ensure that we deliver results that are important for them.

We will ensure that our clients and customers are at the core of everything we do - all our decisions will be with them in mind. We will talk to our clients to ensure that we are delivering a marketing leading service in line with our approach and values.

We will work collaboratively we with our suppliers and clients and we will strive to work with fairness and transparency. We have developed robust HR policies and are committed to working with those service partners who share our values in providing safe and fair working environments.

We will act at all times with integrity and passion and will continue to develop ethical policies that not only make our work place a better place to be, but also benefit our broader marketplace.

Our Practices

Customer Communications	<p>We work for our customers and aim to ensure that our customer journey is as stress-free as possible, conducting ourselves in a way which is respectful, responsible, and transparent.</p> <p>We issue a wide range of communication and, we strive to ensure that this is fully transparent and accessible.</p>
Data Protection	<p>We comply with all relevant principles governing the protection of our clients and customers data.</p>
Training	<p>Customer Service training is provided available to all staff at all levels via the Warwick Academy.</p>
Safety	<p>As part of our approach, Warwick Estates strives to ensure the safety of the residents residing in the properties that we manage. A comprehensive Safety Management System is in place for our managed properties, supported by a dedicated Risk Management Team who support our customers, clients, and staff alike in meeting this objective.</p>
Policy Engagement	<p>Warwick take the initiative to participate in the development of policies, legislation and reform of our industry, for the benefit of all stakeholders within it, including our customers and clients. Evidence to date includes participation on working groups for apprenticeships, safety regulation and reform and contributions to industry engagement on critical areas such as cladding.</p>
Complaints	<p>Customers who feel they have grounds for complaint may pursue these through our customer complaints procedures. We ensure this is a transparent and effective procedure that addresses customer complaints in a fair and timely manner without undue cost or burden.</p>
Customer Communication Charter	<p>We have a clear policy which sets out what our customers can anticipate from us and our expectations of working together, treating each other with mutual respect and dignity.</p>

Service Partner Code of Conduct	<p>We purchase a wide range of goods and services required in the operation of our business and we also rely heavily on a number of key suppliers for the delivery of our core services. Good working relationships with our suppliers are therefore central to the success of our business. For this reason, we require all suppliers to adhere to our Service Partner Code of Conduct to ensure that our business standards are integrated throughout the supply chain.</p>
Paying our Service Partners	<p>We provide regular bi-weekly payments to our supply chain and aim to adhere to payment terms as far as possible, subject to client funding. We do not enforce payment terms on our suppliers.</p>
Local Contractors	<p>We always use the best quality sub-contractors and review all suppliers to ensure they comply with Warwick requirements. We aim to work with local, smaller contractors and suppliers where possible and viable.</p>

Sustainable Management- Environment

We recognise the impact we have on the environment beyond legal and regulatory requirements. We strive to work in the most environmentally friendly way possible, encouraging our clients, customers, staff and service partners to prioritise this. We integrate sustainability considerations into all our business decisions and are committed to reducing our environmental impact. We are committed to review, and to continually strive to improve our environmental performance.

Our Practices

Travel and Meetings	<ul style="list-style-type: none">➤ Walk, cycle and/or use public transport to attend meetings, site visits etc, apart from in exceptional circumstances where the alternatives are impractical and/or cost prohibitive.➤ Avoid physically travelling to meetings etc where alternatives are available and practical, such as using teleconferencing, video conferencing or web cams, and efficient timing of meetings to avoid multiple trips. These options are also often more time efficient, while not sacrificing the benefits of regular contact with clients and partners.➤ Reduce the need for our staff to travel by supporting alternative working arrangements, including home working etc, and promote the use of public transport by locating our offices in accessible locations.➤ Use an emission recording scheme for business travel to monitor our impact
Purchase of Equipment and Consumption of Resources	<ul style="list-style-type: none">➤ Minimise our use of paper and other office consumables, for example by double siding all paper used, and identifying opportunities to reduce waste.➤ As far as possible arrange for the reuse or recycling of office waste, including paper, computer supplies and redundant equipment➤ Seek to buy recycled and recyclable products only➤ Further enhance our Electronic Only filing policy via an improved document management system➤ Reduce the energy consumption of office equipment by purchasing energy efficient equipment and good housekeeping.➤ Seek to purchase electricity from a supplier committed to renewable energy. Seek to maximise the proportion from renewable energy sources, whilst also supporting investment in new renewable energy schemes➤ Before ordering office supplies evaluate if the need can be met in another way➤ Evaluate the environmental impact of new products we intend to purchase and favour more environmentally friendly and efficient products wherever possible➤ Ensure that timber furniture, and any other timber products, are recycled or from well-managed, sustainable sources and are Forest Stewardship Council (FSC) certified.➤ Purchase fair-trade and/or organic beverages
Working Practices	<ul style="list-style-type: none">➤ Undertake voluntary work with the local community and / or environmental organisations and make donations to seek to offset carbon emissions from our activities.➤ Promote e-communication with our customers through the usage of portals, email, and all other non-paper communication➤ Batching our physical property visits as far as possible to reduce the impact of road and rail travel

Sustainable Management- Communities

We consider our stakeholders to be anyone our business affects, or who affects us, either directly or indirectly. We look to work with and support stakeholders whose values are aligned with our own. We will encourage engagement and communication with our stakeholders so we understand the support that would be most useful, so we can meet or manage expectations, and can allocate our skills and resources most effectively to achieve a result that is mutually beneficial to all. Mutually beneficial will be measured by a positive return in terms of income, reputation, industry perception, knowledge, skills, or pride in us as an employer.

We believe that the most enduring way businesses can make a positive impact on their communities is to:

- participate in community projects local to our offices
- actively encourage and give our people time to support community projects
- look for opportunities to share our expertise and skills with others
- support small or local businesses where possible
- increase support for charities and schemes which assist disadvantaged members of society
- encourage stakeholder engagement

Our Practices

Charity Day Policy	Warwick Estates are committed to helping our people make a meaningful contribution to the local communities and worldwide charities by providing an annual charity day whereby employees are paid as normal but use the day to do a charitable activity.
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Company Charity	Warwick Estates are committed to supporting and improving the communities we live and work in. In 2021 we are working with Streets2Homes, a homeless charity near our head office in Harlow, Essex. We are supporting them with volunteering opportunities and donations for those in our Harlow HQ.
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Creating Connected Communities	We recognise that communities are a safe place, and in order to facilitate this is the best way possible we have designed and developed the Warwick Estates Community App.
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Creating Connected Communities	Our Community App is the digital space that encourages community spirit by promoting everything that your development, and the local area, has to offer, in one place. It promotes integration with a clear focus on interaction and collaboration.
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Service Partners	We actively support small and local businesses, working with these service partners to help them achieve accredited status
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