



## **CORPORATE SOCIAL RESPONSIBILITY POLICY**

All divisions of LBS Builders Merchants Limited are committed to ensuring that business undertakings are conducted as ethically as possible by following our Corporate Social Responsibility Policy:

### Who we are and what we do

LBS Builders Merchants Limited was founded in 1931 in Llandeilo, Carmarthenshire. More than 90 years' later, the company is still owned and managed by the same family with the same company values of Knowledge, Ambition, Teamwork, Integrity and Passion that they were founded on. From modest beginnings the company now employs approximately 450+ staff. The business comprises 22 builders merchant branches, 13 Total Plumbing outlets, Timber distribution and Engineering businesses, and a specialist Roofing division and a Civils products division, all serving the building trade across South Wales

### Looking after our employees

LBS is an equal opportunity employer, fully committed to a policy of treating all its employees and job applicants equally. Our Equal Opportunities & Dignity at Work Policy is regularly reviewed and complies with all current legislation. All reasonable steps to provide a work environment where all employees are treated with respect and dignity and that is free of harassment based upon race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, gender reassignment, age, marital or civil partnership status or disability. The business does not accept or condone any form of harassment, whether engaged in by employees or by outside third parties who do business with LBS, be they clients, customers, contractors or suppliers.

Our Modern-Day Slavery Policy is available to view on our company website, and is available to all employees on the company intranet. LBS looks to ensure that the business and its responsibilities to the Modern Slavery Act 2015 are transparent through the organisation and with the suppliers of goods and services to our organisation. We ensure that our policies respect human rights and recognise the rights of employees to have a respectful workplace. For



suppliers to our company, we undertake a supplier approval process to ensure that all suppliers of goods and services adhere to this legislation and are required to sign a statement confirming compliance.

For some suppliers based outside of the UK and EU the potential risk of non-compliance may be higher; the management recognise this risk and will continually monitor the level of resource required for these suppliers. The business is a member of Fortis Merchants, an industry buying group. All suppliers to the buying group meet the buying group diligence process

The company Directors and Senior Management team are responsible for the implementation and adherence of this policy. They also ensure that adequate resources and training is available to ensure that human trafficking and slavery is not taking place within our company or within our supply chain.

Our HR department ensures that all company policies are available on the company intranet which can be accessed by all employees. These include Health & Safety at Work policies, procedures and training. All staff have direct access to the LBS HR Department in our Head Office to raise any matters that may causing them concern. LBS employs a fully qualified Transport and Health & Safety Manager. Together with local Managers, who receive training in this area, these staff help maintain a safe workplace to ensure that staff, suppliers and customers are kept as safe as possible on our premises. LBS employees who are required to visit sites are aware of all current legislation and comply with same. Our Learning & Development Manager maintains training records to ensure that all staff have completed statutory training together with courses to support personal & professional development. The company undertakes a full annual appraisal of all staff, including Directors and Managers.

One of the Company Objectives is To attract and retain the best people who are proud to be part of the LBS Family. To this end, we seek to offer a good salary, company pension, free uniform, free annual health checks for all staff, a cycle to work scheme and a staff purchase scheme. The company also offers payroll giving to support staff-selected charities and projects.

### Looking after our customers

Customer service is at the heart of all we do. Another of our Company Objectives states that we are a committed Welsh business that aims To provide excellent service and product availability delivered with passion and integrity and to be the No. 1 merchant of choice in the town in which we trade.



Excellent product knowledge is vital for our customers, and our Learning & Development Manager delivers a suite of Training options to all staff through the bespoke LBS Academy. This ensures that staff are able to access a variety of learning tools, from attending courses to online learning modules. Welsh and English are both widely spoken through the business. Customers are able to converse with staff in their chosen language, both in the branches and at Head Office.

Regular communications are distributed to customers by our Marketing Department and social media feeds. Customers have direct access to all areas of the business to speak to or e-mail our all departments. Products for resale are only sourced from reputable companies who hold the relevant certifications for their products, and LBS is always made aware of any safety issues or recalls and complies with same with the supplier. A complaints/customer service team is available to all customers to resolve any product or service complaints. The company aims to resolve any issues as fairly and quickly as possible in a totally transparent manner.

### Supplier Standards

All suppliers to LBS Builders Merchants Limited are required to provide evidence that they adhere to the Modern Slavery Act 2015, either through the buying group or directly to LBS. The company regularly contacts suppliers for copies of their Modern Slavery statements and keeps a record of these. LBS is a member of Fortis Merchants, a leading industry Buying Group, Fortis also requires that all suppliers, and their supply chains, confirm their adherence to the Fortis Supplier Code of Conduct, which covers business ethics including in relation to bribery. LBS upholds an Anti-Bribery Policy which is available on the company intranet, clearly stating our adherence to all laws relevant to countering bribery and corruption in all the jurisdictions in which we operate. LBS is bound by the laws of the UK, including the Bribery Act 2010, in respect of our conduct both at home and abroad.

### Protecting the Environment

LBS Builders Merchants Ltd is committed to minimising its impact on the environment is proactive with environmental issues. Where possible, company vehicles are sourced with the highest energy efficiency available (including delivery vehicles, plant and machinery and company cars). An increasing number of replacement vehicles are fully EV or Hybrid. All replacement fork-lift



trucks are now EV. The company runs a “Cycle to Work” Scheme for all employees, via the HR department. The company also actively encourages car sharing.

All waste in the company is separated for recycling according to the laws of the Local Authority in which the branches reside, and the company is committed to recycling as much packaging material as it is able within the confines of the Local Authorities. All waste-paper and toner cartridges are separated for recycling, and recycling skips are provided by the company to each branch. There is a pro-active approach to use and saving of energy.

### Community Engagement

LBS is committed to supporting the local communities that it serves. The Shareholders and Directors are all from the communities that the business trades in. LBS seeks to employ local staff and source materials from local suppliers wherever this is possible. Priority is given to local sponsorship and charity requests. These typically include donations of materials or cash support from local charities, schools, sports teams and other good causes. A register of donations is kept at LBS Head Office. Measurement It is important to measure the effectiveness and success of these policies and processes. Regular audits are carried out by Operations Managers, Health & Safety Manager and other Managers covering all areas of the business on a cyclical basis. The company is audited annually for compliance with FSC for Timber and Chain of Custody requirements on other materials. LBS also holds ISO9001 and ISO14001 accreditation, and copies of the Statement of Quality Policy and Statement of Environmental Policy are available from Head Office, and is in the process of gaining ISO1501. This policy has been approved by the Company’s Board of Directors.

This policy has been approved by the Company’s Board of Directors. LBS Builders Merchants Ltd LBS Business Centre Parc Amanwy Ammanford SA18 3FE

Signed:.....

Date:..... MANAGING DIRECTOR

(Policy V2 25 August 2022) (Next review date: 24 August 2023)



