



mainline

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Corporate Social Responsibility

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Commitment

At Mainline (1982) Ltd. (referred to as Mainline), we recognise the importance of integrating our business values and operations within an engaging outlook towards the experience of our stakeholders including customers, employees and suppliers as well as making a sustainable contribution both to wider society and the environment.

This Statement is about how Mainline takes consideration of the economic, social and environmental impacts that result from the way our business operates. Through demonstrating our commitment to Corporate Social Responsibility, we aim to ensure that our business values, purpose and strategy align with the needs of our partners, whilst embedding socially responsible and ethical principles into everything we do.

The elements of this Statement cover our approach towards dealing with our clients, suppliers and external agencies in supporting our economic and environmental aims of reducing energy, transportation, water and other business usage that reduces our carbon footprint / environmental impact while creating both financial and social value.

Business Conduct

The Directors shall ensure that:

- We encourage suppliers and contractors to adopt responsible business practices together with ethical and sustainable policies.
- We take seriously any feedback that is received from stakeholders and seek to constantly maintain an open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We shall seek to ensure a high level of business performance whilst minimising and managing risks effectively, at all times upholding the values of honesty, integrity and fairness in our partnerships and relationships with all stakeholders.
- We shall operate in a way that safeguards against unfair, unethical and unlawful business practices including anti-bribery/corruption & money-laundering policies.
- Our contracts will clearly set out the agreed terms, conditions and the basis upon which any relationship is entered into to ensure a spirit of 'fair-trading'.
- We will continually review our policies and business practices to encourage engagement with small and medium enterprises and to promote the development of a localised regional supply chain and our support local chamber of commerce.
- We will register and seek to resolve customer complaints in a timely, efficient and professional manner.

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Environment and Sustainability

Protection of the environment in which we live and operate is at the heart of Mainline core values and principles and considered part of sound and sustainable business practice. Care for the environment is one of our key responsibilities and is a critically important consideration of the way in which we carry out all aspects of our business.

We commit within our organisation to:

- Complying with all prevailing environmental legislation, regulations and approved codes of practice.
- Protecting the environment by striving to prevent and minimise our contribution to any potential pollution of land, air, and water.
- Seeking to minimise waste whilst also maximising the efficient use of materials and resources.
- Managing and disposing of any and all waste generated in a responsible manner.
- Providing training for our staff to ensure 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 engaged stakeholders.
- Developing our management processes to ensure that environmental factors are always considered during planning and implementation phases of our operations.
- Monitoring and seeking continuous improvements in environmental performance.
- Working with like-minded suppliers and partners who take steps to minimise their own environmental impacts.

We take great 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 all staff reduce Mainline's environmental impact by:

- Reducing of our transportation requirements wherever possible, utilising shared and/or public transport, together with alternatives to meetings such as 'Teams' and conference call facilities.
- By using vehicles that are regularly serviced, maintained and checked in regard to their emission levels and economic use of fuel (inc. correct tyre pressures).
- Sourcing and buying locally to further minimise fuel usage wherever possible.
- Ensuring that all lights and equipment are switched off when not required.
- Ensuring that water is used efficiently and sparingly.
- Using scrap paper for drafts and notes.
- Printing only when necessary in black & white / double sided wherever possible.
- Recycling packaging and paper waste (shredding all business documentation).
- Sourcing recycled or recyclable materials wherever possible.
- Continuing to work with our vendors to reduce their impact upon the environment.

Please read this in conjunction with our IMS Policy.

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People and Community

The Directors shall ensure that:

- We eliminate discrimination on any and all grounds whilst actively promoting diversity and equality of opportunity throughout our organisation & supply chain.
- Suppliers are regionally localised wherever possible (i.e. within 50 miles radius)
- Our interactions with our customers and suppliers will take into consideration their customs and or any cultural requirements.
- We operate an equal opportunities policy for all employees, irrespective of race, gender, disability, nationality, ethnic origin, religion and sexual orientation.
- The Company shall ensure the fair treatment of 'whistle-blowers'.
- We offer our employees clear and fair terms of employment, remuneration and equal opportunities of continual professional development.
- We are committed to developing the next generation of skills within the industry and actively seek to engage apprentices and offer re-training for older workers.
- We shall provide and maintain a clean, healthy and safe working environment.
- We shall actively engage with and participate within the community, supporting charitable causes and youth development with local leisure and social facilities.

Clients

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

- Ensuring that any marketing materials and documentation around our business activities are clear, informative and an honest / legally compliant representation.
- Being open and honest about our products and services, providing customers with what they want to know, including what we do to be socially responsible
- We will avoid pressure selling / unethical practices and respect consumer rights.
- Where we fall short or something goes wrong we will acknowledge the problem openly and honestly, seeking to resolve matters promptly to clients' satisfaction.
- We will continually engage with and seek feedback from our clients to enable us to continually develop and improve both our products and overall service offering
- Ensuring that we benchmark & evaluate our working practices and performance in order to constantly improve and remain a valued marketplace contributor.

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

- Ensuring that we prioritise local and regional suppliers wherever possible.
- That we pay our suppliers to agreed terms, resolving disputes fairly/promptly.
- Trading on fair, clearly agreed and mutually beneficial value generating terms.

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The operational and ultimate responsibility for the adherence to our corporate social responsibility principles rests with the Directors of Mainline. Furthermore, each and every employee of Mainline is required to give their willing co-operation to the above principles in their activities at work. Consultants, subcontractors and / or visitors are also expected to respect and abide by our ethical and environmental principles.

The effectiveness of the Policy Statement will be monitored and reviewed on at least an annual basis by the Directors to ensure the Company's continuing compliance with all relevant legislation. We shall also seek to identify and address any changing business requirements and to recognise and rectify areas in need of improvement.

Approved on behalf of the company by:

Scott Mulley, Managing Director

Date: 15th December 2023

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
06	Reviewed and amended	Carole Poynton	18/09/2020
07	Added Avitta Accreditation	Carole Poynton	19/12/2021
08	FORs Logo Update	Carole Poynton	10/05/2021
09	UKMHA Logo update & Review	Carole Poynton	19/08/2021
2.0	ISO 9001 & 14001 logo update	Carole Poynton	22/02/2022
2.1	Removed CHAS & added SSIP logos	Daniella Cullen	22/08/2022
2.2	Full Annual Review, added Anti-Corruption, Whistle-blower, Gender policies	Scott Mulley	09/12/2022
2.3	Removed UKMHA logo	Daniella Cullen	25/01/2023
2.4	Full annual review	Scott Mulley	15/12/2023
2.5	Removed PASMA logo	Daniella Cullen	22/02/2024

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