

Company A

Responsible Care Awards 2018

Distributor Members (Office Only)

The Company is fully committed to Responsible Care and requires all employees to actively participate in the process.

All employees have attended the CBA Responsible Care basic course, two of whom have also attended the advanced course. As a part of our commitment and in line with the doubling of the number of employees, a new Responsible Care Coordinator has been appointed. He has taken on the responsibility for ensuring that all practices are in line with expectations, and is analysing all of the key points to ensure that adequate programmes are in place to maintain compliance and development.

Continuous training is encouraged and employees have recently attended courses including the CBA's REACH Refresher, CBA's Regulatory Compliance Update, and social media training. As a further natural progression one employee is to undertake the full DGSA training to achieve this important qualification.

As part of a measure to improve communication, senior management has led with a review and development of a new employee handbook outlining work practices and procedures to support the company's ethos of producing work of the highest quality. This year also saw the introduction of formal quarterly staff meetings that include an operational and administration agenda. An open plan office also ensures regular communication between employees. This makes sense, given the growth in number of employees where reliance was previously placed on informal verbal communications.

With regards to risk management, the company has a current risk assessment for the office and its environment which is regularly reviewed. In the event of an emergency, the company has a business continuity plan: daily IT backup tapes are taken off site, management and staff have remote access to the server, and a senior management contingency plan is outlined in the company insurance policy. Continuous liaison is made with our IT support company to ensure that we are up to date and employ best practice.

Staff are aware of a fire plan, the location of safety equipment and meeting point and a qualified First Aider is employed by the company.

We provide complete transparency to customers with our provision of the most updated documentation. A Customer-relationship Management (CRM) system records correspondence with customers and what information has been supplied to them. Our documentation filing includes archival information if there is ever a query on an historical transaction and we provide detailed product information files (PIFs) for key products to address customer queries. An independent hazard consultant advises on material safety data and technical data sheets.

The company assures non-participation of child labour, slave labour and human trafficking and these documents are available upon request from customers. Regular visits are made to global suppliers to

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evaluate their commitment to labour laws, safe working practices and product integrity. Supplier reviews are also part of the company's commitment to a fully traceable supply chain.

The company is currently evaluating local charities as part of a community support programme. Aside from donations made in regions affected by natural disasters where we source products, senior management have also attended events such as a local hospice business briefing led by George Osborne, former Chancellor of the Exchequer and current chair of the Northern Powerhouse Partnership. One area of interest is the progression of women in the chemical industry.

The Director is also heavily involved with Brexit preparations as a representative of the UK chemical industry. Several trips to Westminster have been made to discuss key points with several Government Departments and one-to-one interviews have also taken place.

The company is also looking into the future possibility of ISO 9001 certification or an SQAS/ESAD assessment in order to help meet the needs of customers and our stakeholders.