

Company B

CBA Responsible Care Awards

Submission: Distributor Member, with operational sites, RC Award

Delivering excellence in Responsible Care in 2018

As a leading independent European manufacturer and distributor of specialty chemicals for the Care Products, Health & Nutrition and Performance Chemical sectors, the organisation has led out a number of important initiatives in 2018 in order to deliver excellence in its approach to responsible care.

First in 2018, in addition to the UK Health & Safety committee established in 2017, the company has now implemented a Group Committee covering all areas and activities of the business in multiple geographies with representatives from Distribution and Manufacturing. The aim is to transform the current H&S approach in the company to a true Health & Safety embedded culture across the business.

At the quarterly general company briefings, H&S is also now the first topic on the agenda, reiterating the renewed focus of the management team, as well as reviewed at a board level on a bi-monthly basis. Employee performance reviews are held at least twice a year and the HR function is currently in the process of revamping the process to ensure that at least one employee objective each year relates to an H&S or Responsible Care topic. The company also implemented an anonymous employee satisfaction survey in 2018 to ensure a voice for every employee. Results are currently being analysed and will be instrumental in developing a HR roadmap.

With respect to the role of HR in ensuring responsible care is enacted, the company has invested in a new HR online solution, Cascade, to manage the training and development programmes of employees. This investment enables staff to understand which development programmes are required, both for refreshment and legal purposes, enabling employees to organise their training themselves around their responsibilities leading to more employee self-awareness and engagement with the company's responsible care requirements.

During 2018, with the guidance of a specific H, S & S officer, the company has completed a review of all risk assessments and redefined the process and the method of recording the outcomes from the assessments. The approach is based on producing high standard information and assessment rather than quantity of assessments carried out; the focus now being on significant hazards within the business and managing these appropriately.

In order to enhance the effectiveness of the risk assessment system the company has formally trained 10 members of staff in risk assessment and has implemented a Legionella monitoring process that is carried out on a monthly basis by formally trained members of staff.

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The job is not complete, but the company's focus and commitment can clearly be identified, and employees have welcomed the training and development opportunities associated with the Responsible Care programme of activity.

During 2018 the company has continued to manage the 'Lifecycle Process' for onboarding and managing new suppliers and principals to the organisation. This detailed fully documented process ensures complete vetting of new suppliers against responsible care principles and ensures their behaviours and activities align with the company's stated values.

The new Lifecycle Process ensures that each Principal is completely audited from a legislative, health and safety, quality and environmental perspective protecting the reputation, quality and responsible care performance of the company.

All supplier documentation is checked for compliance with EU Regulations, as well as against Drug Precursors, Chemical Weapons and Explosive Precursors, in line with the latest terrorism concerns.

Most importantly the audit is always completed before setting up on the company's systems can be completed, minimising any supply risks. In addition, for further peace of mind, the entire process is repeated every two years to ensure ongoing maintenance of standards and accreditation.

Complemented by the implementation of new modern slavery and whistle blowing policies, as well as the appointment of the Health, Safety and Security officer in 2017, it can be seen that the company has stepped up its commitment to excellence and communication on this element of its strategy.

With respect to the environmental aspect of RC, the company has invested in confirming its commitment to managing its environmental activities in an ever-improving manor by implementing the ISO14001:2015 standard in 2018, with an accreditation audit to be carried out at the UK operations in January 2019.

The company reaffirmed its support of the ten principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption and successfully submitted their annual communication on progress in July 2018. The company strives to continually improve the integration of the Global Compact and its principles into business strategy, culture and daily operations.

With ten guiding principles, from compliance with Human Rights to supporting the Environment, the company is developing its corporate social responsibility plan in line with this world class standard for environmental and corporate social responsibility activity and reporting.

The company has an extensive digital footprint – communicating broadly on LinkedIn, Twitter and Facebook to drive engagement around key events and issues – and its UN activities aligning to Responsible Care have been communicated through these channels in 2018.

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Finally, in reaching out through its CSR activities, the company is a dedicated supporter of its local high school, providing bursaries for under-privileged students to attend university (one per year), as well as providing a number of holiday and work experience opportunities for students. The company also speaks at a number of events throughout the school calendar year on opportunities in the chemical industry.

Supporting education is a key theme for the company, knowing the difference it can make in both mature and developing economies. Accordingly, on a broader scale, the company is in its second year of a 3-year funding programme for international charity, Sparkle Malawi.

Sparkle Malawi works with local communities in Malawi, one of the poorest countries in the world, engaging with international skilled volunteers to create small-scale sustainable projects. Its main focus is on education, helping to support families to learn skills that will sustain them in the future. For example, literacy, sewing, sustainable farming and so forth.

Employee engagement around the charity will be further stepped up through 2019 but for the Board of the company, caring about employees and communities extends to education on a broader scale than just the local community in the UK. To date, the company has funded the investment of a truck to ferry supplies in and out of Malawi as well the sick to hospital, and has raised over £3,000 through employee events. Creatively, the company also works with a key principal partner, Ronald Britton Ltd., promoting sustainable glitters to raise the profile of the charity and create more events and awareness throughout the year. Notably, the Chairman of the company, has also now become a Trustee of the charity and visited Malawi in November 2018 to see for himself the challenges and issues in such a poor society and how the company funds are being spent, as well as how the organisation and its employees can support further.

In conclusion, this vibrant, leading manufacturer and distributor is tackling Responsible Care head on. From the very top of the organisation to the bottom, its leadership in H&S, investment in new processes and technology, as well as in the people and skills to deliver, the company is continually stretching itself and reaching out to a broader community both locally and internationally, and now digitally. The company truly understands the importance of its responsibilities and would be delighted to be recognised for its outstanding efforts in 2018.