

Corporate Social Responsibility Policy

Statement

Serna FM's activities and services have a significant impact on economic, environmental, and social well-being in the UK. Therefore, we aim to impact these areas only positively by setting realistic mission, vision, and goals to work towards. We are constantly seeking ways to further support people, communities, and the environment rather than only simply meeting minimum legal requirements. We do this by encouraging employment development and training, building relationships with local communities who share our values, follow waste hierarchy, and use sustainable products where possible. We want to go beyond just profit and be a business that is also successful and responsible in meeting the highest of standards of ethics, sustainability, and professionalism.

Our commitment to people:

- Our HR team working to support local people into Serna FM jobs through engagement events, apprenticeships, and other forms of support.
- Create a workplace that encourages diversity and equal opportunities.
- Ensure we advertise our posts across a range of different networks/job sites.
- Achieve top customer service satisfaction.
- Meet all H&S requirements.
- Maintain highest standards amongst suppliers.
- Oppose the exploitation of workers nor tolerate forced labour, or labour which involves physical, verbal, or psychological harassment, or intimidation of any kind.

Our commitment to communities:

- Encourage staff to contribute to the local community actively and positively by volunteering and charitable opportunities.
- Develop partnerships with regional and national stakeholders to be a more positive partner in society.
- Work with neighbours and community partners to inspire the next generation of workforce.
- Through our outreach, public engagement, and volunteering, work to increase mutual awareness, understanding and knowledge to increase collaboration for mutual benefit.

Our commitment to the environment:

- Minimise the use of energy, water, and natural resources.
- Minimise waste through prevention, re-use, and recycling where possible.
- Dispose of waste safely and legally.
- Avoid the use of hazardous materials, where practical.
- Work with environmentally responsible suppliers.
- Prevent environmental damage and minimise nuisance factors such as noise and air pollution.

2023 Goals

- Maintain the core family values while creating a highly motivated and empowered team – enable clients long term commitments and achievements by achieving above 50% Employee Net promoter (Quarterly) & reduce staff turnover by 15% per month.
- Maintain our accreditations and be recognised as a market leader for sustainable development goals by raising funds for sustainable social value.
- Maintain ISO 14001 Certified.

A handwritten signature in black ink, appearing to read 'M. Serna'.

Name: Mauricio Palacios Serna

Position: Managing Director

Date: 18/04/2023

Review Date: 18/04/2024