

Chainbow Responsibilities

Our approach to Corporate Social Responsibility is to ensure the needs of our employees, suppliers, clients and the local communities on which our business impacts are respected. We aim to be practical and fair, to maintain our integrity and professionalism and to act in a socially responsible manner.

Chainbow always looks to exceed the measures set out in the laws, regulations and rules applicable to its business.

We work co-operatively with our suppliers and business partners, choosing those who share our values and strive for mutual trust and benefit.

Community

In each of the properties that Chainbow manages, a concerted effort is made to engage with the local community to achieve practical solutions to matters arising.

Chainbow will, wherever possible, support the local economy by hiring local suppliers to service its developments, recommending local services to its residents and promoting local businesses through its 'Discounted Partners' programme.

Within the wider property community, Chainbow aims to support causes and champion issues close to its heart such as training, skills and questioning government policies. Chainbow's public relations campaigns focus on seeking justice and an level playing field for all in the areas of property, financial and education.

Chainbow's Chairman and Chief Executive, Roger Southam, has held highly responsible positions in the Royal Institution of Chartered Surveyors, (the global home of property professionalism) and sits on committees for the British Property Federation and HM Revenue and Customs.

Roger is also Chairman of the Chartered Surveyors Training Trust, the industry charity that supports young people into surveying careers. He writes newspaper columns and has appeared on ITV1's House Price Challenge. He regularly speaks on a wide range of topics, having contributed to the Institute of Directors' Red Tape survey and the Governments' Hampton Review on regulation.

Charity

Chainbow actively encourages its employees to take on individual initiatives to raise funds for beneficial causes as well as corporate donation activity. Over the 16 year life of Chainbow, fundraising activities have amounted to over £1.5 million for such varied causes as Cancer Research, British Heart Foundation, Whizz Kids, Action Addiction, Lionheart and local causes in areas where we have had property management activity.

Employees

Chainbow employees share common values and goals, this is what makes the working environment so successful. Communication with employees occurs formally and informally. Chainbow employees are invited to participate in an annual survey to assess their satisfaction and to monitor working practices and ethics. Employees are also encouraged to share their views at the Friday fish and chip lunch!

Staff are also given an annual training review where their individual needs are considered and suitable training booked. Currently we have employees doing Accounting Qualifications, Surveying Diplomas, Marketing Post-graduate Diplomas and Neuro-Linguistic Programming courses.

Chainbow employs the best people for the job regardless of gender, age, disabilities and ethnic origins rather than reams of procedure and in so doing has exceeded any government target set.

Chainbow, when appropriate, recruits through The Chartered Surveyors Training Trust who specifically target ethnic minority and disadvantaged groups. The Company also complies with the Disability Discrimination Act of October 2004.

Environment

Chainbow aims to achieve the most economical use of all materials, supplies and energy, using renewable or recyclable materials and products wherever possible. Chainbow has implemented the following initiatives and measures:

- ▶ Purchasing of environmentally sustainable goods and services as far as is practicable

- ▶ Turning off lighting and heating when not required
- ▶ Turning off printers and pc's ensuring they are not left on overnight. All other electrical equipment is turned off when not in use
- ▶ Use of lower grade paper for internal documents
- ▶ Use of double-sided copying for internal purposes and re-use of unwanted documents for scrap paper
- ▶ Recycling of printer toner cartridges

Environmental issues are considered in all our client work. We endeavour to work with our clients to understand their commitment to environmental issues and encourage and assist them to improve environmental performance.

We ensure recycling bins are provided on all our developments and work with the local council to resolve rubbish disposal issues.

Health and Safety

Chainbow is committed to ensuring the health, safety and welfare of its employees, so far as is reasonably practicable. We fully accept our responsibility for visitors, contractors, tenants, residents and others who may be affected by our activities. We take steps to ensure that our duties under the Health and Safety at Work Act 1974 and other related statutes are met at all times.

The approach taken is an umbrella health and safety policy that cascades down to our management sites and is useful, useable and practicable rather than prescriptive, dogmatic and an obstruction. As consultants and advisors, we also take seriously our responsibility for the management of health and safety issues relating to work on our clients' properties.