



# 2020 CSR Policy

Our Corporate, Social Responsibility Policy

**danfloor**  
An Ulster Group Company

0333 014 3132

| [www.danfloor.co.uk](http://www.danfloor.co.uk)

| [info@danfloor.co.uk](mailto:info@danfloor.co.uk)

# CSR POLICY

---

## Introduction to our Corporate Social Responsibility (CSR)

CSR refers to the way in which businesses regulate themselves in order to ensure that all of their activities positively affect society as a whole. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic and environmental impacts of what they do as a business.

Businesses should meet, and aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, the company should ensure they carry out best practices anyway.

Danfloor are committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

## WHO WE ARE AND WHAT WE DO

---

Danfloor are specialist manufacturers and suppliers of commercial carpets. Our products can be found within many market sectors within the UK including Healthcare, Leisure, Commercial and Education environments. Our products receive all the necessary product accreditation and certification and we strive to use material and production techniques that have minimal impact on our environment.

Our primary focus is to directly engage with all our customers, to understand their needs and requirements thus ensuring that our products and services, above all others, meet our client's expectations.

The Danfloor group consists of Danfloor UK and Danfloor A/S, based in Denmark, which is where we manufacture our products. Both companies sit within the Ulster Carpets group of companies where we share common principles and policies relating to CSR. Each company will also have specific individual manufacturing processes and policies.

The following set of principles which make up this CSR policy relate specifically to Danfloor UK.

# LOOKING AFTER EMPLOYEES

---



To retain loyal and productive staff, it is vital to maintain a good working environment.

As a caring Employer, we strive to provide our staff with job satisfaction, rewards for success and the opportunity to develop. In this section we will highlight the policies and procedures we have put in place to ensure that danfloor offers its employees a safe, secure and rewarding working environment:

- Danfloor Uk is an Equal Opportunities Employer as per the Human Rights Act 2010. We recognised that discrimination is not only unacceptable but is also unlawful. In addition, we comply with the policies laid out within the Modern Slavery Act 2015 and the Ethical Trading Initiative to ensure that not only our employees are offered safe and secure working conditions but that our suppliers also comply.
- Danfloor regularly reviews all Health and Safety policies and circulates any necessary training material to ensure the health and wellbeing of its employee's is maintained.
- Danfloor recognises the importance of delivering job specific training to all employees to ensure they are fully able to carry out their designated role. We will ensure that our employees can use their skills in the best possible manner regardless of gender, ethnicity, religion, political views, age, disability, sexual orientation, etc. Furthermore, Danfloor is keen to identify long term development needs of those employees with a potential to progress beyond their present job and to meet those needs when they are consistent with the needs of the company.
- In line with the Modern Slavery Act and the Ethical Trading initiative wages and benefits paid exceed the national minimum wage. All employees are part of the company pension scheme and private medical insurance is also available.
- All employees are issued with a Company Handbook when employment commences which outlines all the polices, requirement and benefits related to their role. Any issues that arise during their employment will be dealt with quickly and fairly in line with company policies and procedures.



## LOOKING AFTER OUR CUSTOMERS

---

Danfloor aims to deliver products that meet our customer's specific needs. Therefore, it's important to listen to all our customers and to make sure that they have a positive and lasting impression of our business:



- By focusing on quality materials to manufacture our products and by receiving industry accreditation, following rigorous product testing, we promote a healthy indoor climate for the buildings in which our products are used, thereby ensuring the health and safety of our customers.
- We regularly research and keep up to date with industry recommendations and standards to ensure our products not only comply with British Standards, but help to enhance and improve living and working environments for all.
- Danfloor complies with the GDPR and therefore only communicates with those customers that we have a legitimate business reason to do so or where that customer has made a specific request to receive company communications. Danfloor issues regular newsletters and keeps their social media followers up to date with latest industry and company news and product information. All customers are given the opportunity to opt out of marketing communications at any time.
- On an annual basis we issue a customer questionnaire to understand how our customers perceive our business and the products and services we offer. Responses are collated and analysed and where necessary processes are implemented in order to improve the way we do business.

## SUPPLIERS' STANDARDS

---

As a company we aim to work with ethical suppliers who have a stable and positive code of conduct. As a result of the way we do business we have a good working relationship with all suppliers:



- Danfloor UK adheres to the Modern Slavery Act and expects all suppliers to do so. Upon sourcing a new supplier, we issue them with our Modern Slavery Policy and Checklist which requires them to read and sign documentation to confirm that they apply and operate their business with the same ethical principles. The policies are reviewed on an annual basis.

## SUPPLIERS' STANDARDS CONT.

---

- Danfloor Uk expects all their employees and suppliers to operate in line with the Bribery Act 2010. Danfloor has an anti-bribery and corruption policy which explains the meaning of “bribery” and establishes internal processes and reporting to reduce the risk of bribery and to establish an open and transparent trading culture. A copy of the policy is available for all customers who wish to receive a copy.
- Our purchase order system and account payable processes ensure that all suppliers are paid in full and within their set payment terms.
- We ensure that all our suppliers have a CSR policy in place to ensure that they operate within a set standard of principals.
- We pride ourselves in open and honest communication with all customers and suppliers to ensure that we can deliver the best possible products and standards of service for all.

## PROTECTING THE ENVIRONMENT

---



We are committed to reducing the impact our business activities have on our environment:

- Danfloor Uk are certified according to the environmental management system ISO 14001.
- The Danfloor group are committed to the reduce the environmental impact the production of our products has on the environment. We continuously monitor our processes and procedures and ensure where possible we work to increase reuse and recycling as well as reducing waste.
- Energy performance is a key consideration and we focus on optimising energy usages, reducing energy consumption and reviewing renewable energy options.
- We will do targeted work to improve our energy performance by focusing on optimised energy use, reduced energy consumption and renewable energy options

# COMMUNITY ENGAGEMENT

---



As a business, we do what we can to support our local community and those charitable foundations that are held by associated businesses. We also aim to help by:

- Sponsorship of a monetary donation to: local charities, sports clubs, societies, youth groups, community centres, or anything else you feel appropriate
- Supporting the surrounding community by employing local people.

# MEASUREMENT

---



Within this document we have set out our CSR policies, but we understand that it is important to regularly review, monitor and assess the success of these measures.

This Policy will be reviewed and updated on an annual basis to include any new processes or initiatives that we deem relevant to our Corporate Sustainable Responsibility.