



**CORPORATE SOCIAL RESPONSIBILITY (CSR)
POLICY**

Version: 1

Approved: March 2022

Review Date: March 2025

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1 Who are MKC Training?

- 1.1. MKC Training designs and delivers innovative teaching, learning and assessment for businesses, the defence sector, and individual learners. With our extensive experience designing and delivering training for industry leaders such as City and Guilds, and with our deep subject knowledge across construction, engineering, and the associated professional skills, we have built a successful track record for supporting employers, training providers and awarding organisations.

- 1.2. Our Vision and Values capture our passion for success we deliver for our learners, partners, and local communities.

Our Vision

- 1.3. To be the UK's most innovative training design and delivery partner, trusted by our customers to prepare them for tomorrow.

Our Values

- **COMMITMENT** to learner success
- Investment in **PEOPLE**
- **COLLABORATION** through partnership to achieve shared goals
- **INNOVATION** to prepare for tomorrow

2 Corporate Social Responsibility

- 2.1. MKC Training's Corporate Social Responsibility (CSR) policy ensures:
 - That any social and environmental concerns are considered in all our business operations
 - MKC Training aligns its activities with the expectations of stakeholders in relation to our economic, social, and environmental impact

- 2.2. As an innovative business we continually seek better, safer, more cost effective and sustainable methods of working, while adhering to best practice.

- 2.3. When tendering for new work we will ensure social value is a key component of our approach and that real, measurable, social benefits are part of our solution.
- 2.4. MKC Training has an excellent reputation for conducting business in accordance with the highest principles of business ethics. We are proud of this reputation and are committed to conducting our business activities with honesty and in full compliance with current laws and regulations.

3 MKC Training's CSR Policy

- 3.1. Our CSR policy is broken down into four key areas:
 - People
 - Environment
 - Community
 - Health and Safety

4 People

Looking after Employees

- 4.1. At MKC Training we recognise that our strength comes from our people. Investing in their development, safety, health, and wellbeing empowers us to meet 21st century challenges. As such, we recruit, develop, and retain the best talent in the industry. As part of their personal development review (PDR) each of our employees is given a clear route for progression, including technical and professional training. Our fully qualified level 5 teaching team sets us apart from our competitors. Further to this, it is crucial that all employees maintain a high level of safety and technical expertise, therefore regular training and advice is readily available.
- 4.2. To ensure that we enhance our employees' environmental awareness we provide continual training, enabling consideration and understanding of environmental issues when planning, undertaking, and implementing all projects. We have also trained environmental champions across the

organisation to promote sustainability improvements and monitor our effectiveness.

- 4.3. We provide our managers with equal opportunities advice and support to ensure they understand their obligations, empowering them to manage their team fairly and equally in all areas of employment. This ensures that all employees are aware of the company's legal obligations, policies and internal procedures relating to the provision of equal opportunities.
- 4.4. Annual PDRs and regular one-to-one sessions are conducted with all employees, providing quality time with managers to discuss performance, establish new objectives and determine individual training and development needs to assist in achieving personal and strategic goals.
- 4.5. Whether they are field based, at their desks, or based at a client's site, we ensure that all employees receive regular communications and updates on performance, significant business events, new business developments, promotions, and progress on our forward strategy.
- 4.6. We conduct annual surveys to seek employee views and create action plans to improve engagement.

Working with Customers

- 4.7. We are strongest when we work together - with each other, our learners, customers, supply chain, partners, and communities.
- 4.8. MKC Training's customers are vital to our success and for building a positive brand. To achieve the high levels of collaboration and satisfaction we expect to:
 - Maintain high customer service standards
 - Comply with, and exceed where practicable, all applicable legislation, regulations, and codes of practice, including the MKC Training Anti-bribery and Corruption policy

- Operate to a high ethical standard, conducting our business with integrity and respect to human rights
- Commit to creating a more sustainable future to fight climate change and reduce waste
- Contribute to social value, particularly through our significant support to Further Education in the local community
- Promote and practice:
 - Safety and fair dealing
 - Respect towards the consumer
 - Anti-bribery and Anti-corruption practices

Working with Suppliers and Sub-contractors

4.9. MKC Training is committed to maintaining high standards amongst our sub-contractors and suppliers. Prior to commencing any work, sub-contractors are required to complete a sub-contractor questionnaire, incorporating health & safety, environmental management, and quality management, to determine the following:

- Competency and ability for contract fulfilment, particularly qualifications and training
- Health and safety management and commitment to continual improvement
- Environmental management and commitment to continual improvement
- Quality management and commitment to continual improvement
- Supplier commitment to reducing modern day slavery

4.10. Sub-contractors will/may be asked to provide the following information/supporting documents:

- Insurance
- Health and safety policy (where applicable – 5 or more employees)
- Environmental policy
- Certificates
- Training records
- Risk assessments (where applicable)
- Method statements (where applicable)

- References
- Disclosure of enforcements
- Evidence of workers' eligibility to work in the UK

4.11. Sub-contractors are managed in line with our documented and audited ISO 9001 Quality Management System (QMS).

5. Environment

5.1. We fully recognise that our day-to-day operations cause inevitable impact on the environment. We are committed to reducing this level of impact through assessing and improving our environmental performance using a documented, maintained, monitored, and reviewed environmental management system that is communicated to all employees.

5.2. Through ISO 14001 we employ systems and procedures that ensure the company's compliance with all relevant laws, regulations and other requirements relating to the environment.

5.3. Sustainability considerations are fully integrated into our business decision-making. We carry out environmental supply chain management to encourage suppliers to adopt environmentally sound practices.

5.4. We have a sustainability strategy which includes a decarbonisation plan to set a net zero carbon target.

6. Community Engagement

6.1. As a business we recognise we are part of and, should play a role in, supporting our local communities.

6.2. MKC Training currently engages with our local community in several ways including the following:

- Donating a significant part of our annual profits to MidKent College to invest in the training of local people
- Supporting veterans via commitments to the Armed Forces Covenant
- Sponsorship of or monetary donations to local charities, sports clubs, societies and youth groups, community centres, or other appropriate recipients
- Supporting local charities by donating time, i.e. staff participation in volunteering days
- Supporting the surrounding community by employing, training and upskilling local people.

7. Health and safety

7.1. Overall responsibility for Occupational Health & Safety (OH&S) within MKC Training is vested in our Managing Director. We are committed to excellence in all aspects of our activity; this includes ensuring the health & safety of everyone who meets our activities. We are proud of our RoSPA gold award recognition for safety, health, and wellbeing. The successful implementation of our OH&S policy requires total commitment from everyone throughout the organisation; we aim to improve our OH&S performance continuously through:

'Staying Safe' by always doing the right thing... even if no-one is looking!

7.2. MKC Training fully commits to:

- Providing safe, healthy working conditions for the prevention of work-related injury and ill health
- Determining OH&S legal and other compliance obligations, ensuring operations are completed in accordance with them and evaluating how effectively we satisfy these requirements
- Establishing, implementing, and maintaining processes for the elimination of hazards and reduction of OH&S risks
- Continually improving our OH&S management system through the promotion of mental and physical health and wellbeing

- Consulting with, and securing the participation of, our employees and employees' representatives through our OH&S activities

7.3. The Company is committed to continual improvement in safety performance and ensuring that the delivery of the health and safety management system is adequately resourced to enable the full implementation of this policy. This commitment includes the provision of sufficient resources, management, and employee time, as well as training and health and safety advisory support.

8. Measurement

8.1. We will record and measure our CSR activities and impacts in the following ways:

People

- Staff surveys – including satisfaction surveys and training needs surveys
- Annual PDRs
- Staff training and competency is defined, managed, and controlled through our ISO 9001 certified QMS
- Annual learning & development plan, including return on investment analysis for Continuous Personal Development (CPD)
- Employee turnover and absence monitoring
- Exit interview outcomes

Environment

- Environmental performance, such as reductions in energy usage and progress towards our decarbonisation targets
- Training, educating and informing our staff about environmental issues
- Completing internal audits systematically and correcting any non-conformities
- Ensuring effective and expedient incident control, investigation and reporting

Community Engagement

- Investment in community projects either via donations or other support

Health and Safety

- Set and monitor health and safety objectives
- Undertake risk assessments, implement the identified control measures, and ensuring that safe systems of work are applied in relation to our activities
- Commitment to prevention of injury and ill health and continual improvement in OH&S management and OH&S performance


9. Case Studies

9.1. MKC training CSR case studies can be found on MKC Training's Website:

<https://www.mkctraining.com/>

Above Policy agreed:

For and on behalf of MKC TRAINING:

Signed: _____ 
Name: Michael Garrod
Date: 30th March 2022