

Corporate Social Responsibility Policy

Introduction to Corporate Social Responsibility (CSR)

CSR refers to the way in which businesses regulate themselves to ensure that all 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.

PJ Mear Ltd is aware that the running of the business will affect our place of work, the community and the wider environment in which we operate. We believe that the way we run our business can and should make a positive difference in these areas and we are committed to pursuing that aim by promoting socially responsible behaviour as identified in this policy.

Who we are and what we do

PJ Mear Ltd is an independent Concrete Repair, External Wall Insulation, and Exterior Refurbishment Specialist. We have over four decades of experience within our sector. We enjoy a strong and loyal client base, which has been built on the foundations of trust, reliability, ethics, value for money and professionalism. One of the keys to our success is in our strong links with all major product manufacturers, through which in-depth support and technical expertise is harnessed for the benefit of clients. We value feedback from our staff, customers, and suppliers, and offer transparency in dealing with any issues raised.

Looking after our Employees

We keep our staff fully informed of our policies and procedures and encourage them to share their ideas, and any concerns, with us relating to both internal processes affecting them and the way our service is provided to our clients. Our employees are vital to the running of our business, and we strive to ensure that employees are happy and rewarded.

- We are an equal opportunities employer and are committed to ensuring PJ Mear Ltd provides an environment where every employee, worker or self-employed contractor feels safe, valued, and respected.
- As an accredited Living Wage employer, we are committed to never paying less than the living wage to any worker.
- We believe in promoting from within wherever possible, so we invest in, and encourage, career management, mentoring and training programmes.
- We offer a Cyclescheme and Techscheme whereby employees can purchase bikes and a wide range of the latest tech and home goods from high street and online retailers through payments taken tax efficiently from their monthly salary.

Looking after our Customers

Our business and reputation rely heavily on customer satisfaction. We are committed to providing excellent customer service and we have a policy to deal with any issues raised by clients to the satisfaction of the complainant. All staff ensure the line of communication with clients is kept open and easily accessible. Once jobs are completed, references are requested to ensure we have met expectations and learn where improvements can be made if applicable.

Suppliers Standards

We are committed to managing our business in a way that is both socially and environmentally responsible and to making a difference for our planet and in our communities. This commitment extends to the goods and services we purchase and

to the choice of suppliers with whom we work.

We hold our suppliers to the same high standards of social responsibility that we hold ourselves and have developed an Ethical Supply Chain Management Policy detailing the requirements of our suppliers. Our expectations of our suppliers, includes acting ethically and with integrity, embracing inclusion and diversity, ensuring fair employment and wages, reducing environmental impact, and providing working conditions that support safety, health, and well-being.

Protecting the Environment

PJ Mear Ltd is committed to reducing the impact our business has on the environment. Amongst other initiatives, we have made the following commitments:

- Maintain and improve our environmental management system in line with our ISO14001 accreditation
- Promote efficient and economical environmental practices at Head Office and on site such as
 - only printing when necessary
 - conserving resources by using water and power responsibly
 - store materials in bulk where possible to limit the number of deliveries
 - minimise waste and recycle as extensively as possible
- We engage with local suppliers and businesses where possible to meet the business' operational needs, to support the local economy and decrease our carbon footprint
- Use technology to lessen the need for travel
- As EWI installation specialists we make buildings warmer, more environmentally friendly and improve their appearance
- Cycle to work scheme
- Leasing hybrid or electric cars

Charitable Activities

We actively encourage staff to attend charitable fundraising events, whether they be local or further afield. Amongst other initiatives, we actively engage in the following:

- Supporting a local Charity – Cornerstone - by making a regular monthly donation
- Organise and host an annual charity golf day
- Continued sponsorship and regular communication exchange with a child in Kenya enabling him to have an education, good nutrition, and access to healthcare, which he would not otherwise have
- We offer a match funding scheme of up to £500 for any fundraising activity a staff member participates in

Measurement

We are fully committed to the principle of CSR and aim to ensure that no relevant policy decisions are made within the business without first evaluating the potential CSR impact and actively strive to meet and exceed our own standards. We undergo an annual audit conducted by our external accreditation provider to ensure we meet the high standards required for the ISOs we hold.

A handwritten signature in blue ink, appearing to read "Michael Lyon".

Michael Lyon
Managing Director

28th January 2026