



POL05:  
CORPORATE  
SOCIAL  
RESPONSIBILITY  
POLICY

Rev: 05

**HENLEYS MEDICAL SUPPLIES LTD.**

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## 1. Policy Statement

Henleys Medical Supplies is fully aware of its responsibilities in respect of its employees, suppliers, and customers, as well as its responsibility to comply with the law, demonstrate business integrity, be environmentally aware, and community involvement.

It is important to Henleys Medical Supplies that the business operates in a responsible and sustainable manner, and that the factors above are considered in the development and marketing of its services, and the effective running of the business.

Company policies are available electronically at all times to internal employees, and externally upon request.

## 2. Policy

### 2.1. Scope

The purpose of this policy is to demonstrate Henleys Medical Supplies' understanding of the wider socio-political and environmental impact of its business, and to take positive steps to contribute to society's wider goal of sustainable development. It is applicable to all relevant aspects of the business.

### 2.2. Types

#### 2.2.1 Employees

Henleys Medical Supplies has been supplying medical and surgical consumables to the healthcare market since 1948. As a small, family-owned business, we acknowledge that this is dependent on a talented, engaged workforce. To this end, the business is focused on creating a working environment where employees feel supported, can develop their skills, and have a clear understanding of our business objectives.

Henleys Medical Supplies are committed to ensuring that business is conducted according to rigorous professional, ethical, and legal standards. In support of this, Henleys Medical Supplies encourages openness, sustainability, and respect for employee rights.

#### 2.2.2. Equal Opportunities and Diversity Policy

Henley Medical Supplies has developed a policy that operates in accordance with Equality Act 2010, National Minimum Wage Act 1998, Human Rights Act 1998, The Gender Recognition Act 2004, Sex Discrimination Act 1975, as amended, Disability Discrimination Act 2005, and Employment Equality (Age) Regulations 2006. In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission, any government departments, and any other statutory bodies.

Henleys Medical Supplies are committed to seeking continuous improvement and compliance with legislation based on the following principles:

- Everyone has the right to be treated with dignity and respect
- We will not discriminate on the grounds of race, gender, disability, nationality, religion, philosophical belief, political belief, age, sexual orientation, family status, trade union activity, or any other factor
- We will adopt fair and inclusive practices throughout our operations and will seek to eliminate all prejudice, discrimination, bullying, and harassment
- All employees have a personal responsibility for the practical application of the policy in their day-to-day activities and must support the policy at all times
- Non-compliance with this policy will be treated seriously and will not be tolerated
- We will offer our employees clear and fair terms of employment and provide resources to enable their continual development

- We will maintain an open line of communication at all levels of the business to enable continuous improvement.

### 2.2.3. Dignity at work

Henleys Medical Supplies are committed to creating a work environment free of harassment and bullying where everyone is treated with dignity and respect.

Harassment and bullying can have very serious consequences for individuals and the organisation. Harassment or bullying may make people unhappy, may cause them stress, and affect their health, family, and social relationships. Effects on the organisation can include loss of morale, poor work performance, increased turnover of staff, legal claims, and damage to the organisation's reputation.

For these reasons Henleys Medical Supplies will not tolerate bullying and harassment of any kind. All allegations of bullying and harassment will be investigated and, if appropriate, disciplinary action will be taken.

### 2.2.4. Health & safety

We shall provide, and strive to maintain, a clean, healthy, and safe working environment. Providing a workplace where our employees feel safe is not only a legal obligation, but a fundamental factor in building their engagement with the company.

Through management intervention, awareness campaigns, and a culture that encourages employees to raise concerns about the workplace safety, we aim to reduce the frequency of accidents.

Henleys Medical Supplies Health & Safety policy seeks continuous improvement and compliance with legislation, having proper regard for the protection of people, premises, property, and environment. It is based on the principle that:

- All injuries can be prevented
- The goal is zero injuries
- Safety is the responsibility of all employees
- Working safely is a condition of employment.

Henleys Medical Supplies provides appropriate information, instruction, and training in regards to Health and Safety. Health and Safety performance are continually monitored and are subject to periodic reviews.

### 2.2.5. Human rights

Henleys Medical Supplies supports the principles of the United Nations Universal Declaration of Human Rights and the International Labour Organisation Declaration on Fundamental Principles and Rights at Work. We will adhere to the following principles in respect of our employees:

- We will treat all employees fairly and honestly, regardless of where they work. All staff will have agreed terms and conditions in accordance with local law or practice, and will be given appropriate job skills training
- We will pay a fair wage reflecting local markets and conditions. We will always meet any national minimum wage
- Working hours shall not be excessive. They shall comply with industry guidelines and national standards where they exist
- We will not employ illegal child labour, forced or bonded labour, forced overtime, or condone illegal child labour
- We will abide by the non-discrimination laws

- We will not use or condone the use of corporal punishment, mental or physical coercion or verbal abuse. We have disciplinary procedures for any member of staff whose conduct falls below the required standard
- We have formal grievance procedures through which staff can raise personal and work-related issues
- All staff will be given reasonable access to bathroom and rest facilities.

#### 2.2.6. Suppliers

Henleys Medical Supplies supplier appraisal procedure examines a potential supplier's ethical trading attitude. This includes employment, health and safety, and environmental practices, and we actively seek to work with those whose values fall in line with our own.

Henleys Medical Supplies purchase a wide range of goods and services required in the operation of our business, and we also rely heavily on a number of key suppliers for the delivery of our core products. Good working relationships with our suppliers are therefore central to the success of our business. For this reason, we clearly state our purchasing policy as part of ensuring that our business standards are integrated throughout the supply chain.

Henleys Medical Supplies are committed to obtaining and retaining competitive goods and services, while at the same time ensuring they are from sources which have not jeopardised human rights, safety, or the environment.

We aim to develop strong relationships with our suppliers, based on mutual trust, understanding and respect.

More specifically, we expect our suppliers to:

- Adhere to business principles consistent with our own
- Ensure that their products and services are produced and delivered to comply with all legislation relevant to our business
- Seek to maintain continuous improvement in their supply chain relationship with us
- Ensure they adopt and implement acceptable safety, environmental, product quality, product stewardship, labour, human rights, social and legal standards in line with our own code, and to ensure these issues are acceptably managed within the supply chain for any products supplied to us.

We will seek to work with our key suppliers to:

- Develop long-term meaningful relations to the benefit of both parties
- Improve the quality, environmental performance and sustainability of goods and services where this can be achieved to the benefit of both parties.

The business recognises the importance of the supply chain and we are committed to developing secure relationships based on mutual trust for mutual benefit.

Being associated with businesses that abuse the rights of their employees or their local environment can damage Henleys Medical Supplies' reputation.

Equally, we shall treat our suppliers fairly, particularly small businesses that rely on us.

#### 2.2.7. Customers

Henleys Medical Supplies are committed to delivering all of our customers with a professional and ethical service, and products of an assured quality and standard at an acceptable cost.

Henleys Medical Supplies have a passion for excellence and we take pride in our ability to solve our customers' problems, focusing on delivering solutions in a timely manner. We aim for true customer satisfaction by understanding our clients' needs and building partnerships.

Henleys Medical Supplies will operate in a way that safeguard against unfair business practices.

#### 2.2.8. Compliance with the law

Henleys Medical Supplies will comply with the applicable laws and regulations, wherever we do business. All employees are given appropriate training as necessary. All policies are monitored and reviewed on annual basis as to ensure compliance.

#### 2.2.9. Business integrity

Henleys Medical Supplies will conduct every aspect of our business with honesty, integrity, and openness, respecting human rights and the interests of our employees, customers, and third parties. Henleys Medical Supplies will respect the legitimate interests of third parties with whom we have dealings in the course of our business.

Henleys Medical Supplies will maintain the highest standards of integrity – for example, we will not promise more than we can reasonably deliver or make commitments we cannot or do not intend to keep.

#### 2.2.10. The environment

Henleys Medical Supplies recognise the importance of understanding the impact of our activities on the environment and have developed an Environmental Policy to demonstrate and benchmark our commitment. What we do affects the environment, so, as a responsible supplier, we endeavour to use resources more efficiently thereby reducing pollution and waste. We actively encourage our clients, suppliers, and other stakeholders to do the same.

Our Environmental Policy is designed to meet ISO 14001, and addresses energy efficiency, waste reduction, and duties to the environment that are subject to continuous review.

Henleys Medical Supplies aims (amongst other things) to:

- Minimise the use of natural resources
- Minimise the generation of waste and implement/promote recycling
- Minimise pollution and promote greener transport options
- Consider the environmental impact of any business decisions made
- Inform and encourage staff at all levels to act in an environmentally responsible manner and provide training where necessary
- Encourage feedback from staff on improvements and feed these into the policy.

#### 2.2.11. Community involvement

Henleys Medical Supplies works particularly hard to fulfil our responsibilities to the societies and communities in which we operate.

We seek, where appropriate, to gain employment from the local community in order to engage with the local community and as a means of reducing our environmental impact.

Henleys Medical Supplies aims to develop the employability of young people from the local community to engage with us and gain experience through work and training in our business environment. We therefore offer work experience opportunities.

Through Henleys Medical Supplies' Equal Opportunities and Diversity Policy, the business is able to offering employment opportunities to all sectors of the community through non-discriminatory policies, and promoting opportunities to disadvantaged and vulnerable groups.

Through our community strategy, we therefore engage with the community at a range of levels as customers, neighbours, potential employees, businesses, and residents.

The community aspect of our Corporate Social Responsibility message is very important to us and is echoed by many of our employees; therefore it is widely adopted across the organisation.

### 2.3. Responsibilities

#### 2.3.1. Directors/Senior Management

Each member of senior management is responsible for ensuring that the principles set out in this policy are communicated to, understood, and observed by all employees, and for ensuring compliance in their area of responsibility.

#### 2.3.2. All Employees

Employees who reasonably suspect that there has been a breach of this policy must report it to a member of senior management.

Henleys Medical Supplies recognises that employees may be reluctant to report concerns for fear of retaliation, and will take disciplinary action against any employee who threatens or engages in retaliation, retribution, or harassment of any person who has reported or is considering reporting a concern in good faith.

### 3. Review

This policy shall be maintained and reviewed by the Managing Director.



Danielle Henley, Managing Director

#### 4. Revision History

Revision	Modified by	Date	Description of Change
01	Andy Cleveland	April 2015	Initial issue.
02	Andy Cleveland	April 2016	Annual review. Mobile numbers updated.
03	Vikki Patis	April 2017	Annual review.
04	Vikki Patis	April 2018	Annual review. New format.
05	Vikki Patis	December 2020	New format.