



**Corporate  
Social  
Responsibility**

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# Our vision



"Grosvenor aims to **INSPIRE** its people, clients and partners with an integrated approach to managing service, community, environmental and ethical issues completely and transparently"



# Living by our values

Our values support our ability to deliver a first-class service whilst treating every customer fairly.

I

## **Integrity**

We maintain the highest standards of professional and ethical behaviour. We value transparency and honesty in our communications, relationships and actions.

N

## **Noble**

We look to hire people with noble qualities as they bring honesty and high morals.

S

## **Solutions**

We provide solutions to the challenges faced. There is always a way to help resolve a situation.

P

## **Positive**

Creating a positive environment so everyone shares their ideas and opinions. We give each other constructive feedback, work through problems and celebrate our achievements together.

I

## **Innovation**

Technology changes fast, so we have to as well. We keep up with the latest innovations, we are curious, creative and playful. Enjoying our industry and getting involved is how we keep our ideas fresh, service relevant and our business resilient.

R

## **Responsibility**

Responsibility for us is about caring. Caring about our people, our customers, our clients and the communities in which we exist.

E

## **Environment**

Showing respect to our plant and environment is imperative. We seek ways to reduce fuel consumption, reduce our carbon footprint and increase our recycling.

# Our values in action

## COVID – 19 Recovery

### Help local communities to manage and recover from the COVID-19 impact

#### Our Objectives

- ▶ Create employment, re-train and other return to work opportunities for those in the local communities left unemployed
- ▶ Create a safe environment and zero harm environment

#### Our Contributions

- ▶ Grosvenor has recently employed 3 new staff members who were made redundant from local businesses
- ▶ Improved our workplace conditions, implementing Perspex screening, a one-way system and high touch point zones
- ▶ Adhere to social distancing with a desk in between everyone in the office and offer remote working

## Social

### Supporting local communities

#### Our Objectives

- ▶ Deliver voluntary man hours to local sports clubs and businesses

#### Our Contributions

- ▶ Grosvenor is proud to be part of the voluntary scheme at Walton Casuals and Esher Football clubs – providing support to over 40 children across 2 age groups for the last 6 years
- ▶ Allowed paid voluntary days
- ▶ Contributed towards training qualifications

### Supporting charities and local schools

#### Our Objectives

- ▶ Sponsoring and raising money for local charities in line with our clients and communities' interest

#### Our Contributions

- ▶ Grosvenor are proud to have worked with local Schools in Weybridge during the beginning of the COVID-19 pandemic when local hospitals had no PPE – the team at Grosvenor rounded up PPE from Science departments & delivered vital supplies to St Peters & Kingston hospitals
- ▶ Charity support to the Shooting Star Hospice
- ▶ Food Bank Friday – Drop food supplies to the Runnymede Foodbank the last Friday of every month

## Environmental

### Net Zero (Net 50)

#### Our Objectives

- ▶ Working towards net zero greenhouse gas emissions



Food Bank Friday delivery to Runnymede food bank



PPE collected & given to the hospitals

### Our Contributions

- ▶ Grosvenor are committed to contributing towards the net zero target and we have purchased electric peds so our team can travel to vehicle collections more efficiently whilst protecting our environment

### Our Objectives

- ▶ Lower emissions

### Our Contributions

- ▶ All our staff, new trucks and support vehicles are fully euro 6 compliant – we fit our vehicles with cameras and trackers which enables us to monitor our fuel efficiencies and enhance lower emissions

### Our Objectives

- ▶ Decreasing congestion

### Our Contributions

- ▶ We encourage our employees to car-share where possible and offer them a cycle to work scheme

## Waste to Landfill

### Our Objectives

- ▶ Recycle

### Our Contributions

- ▶ Grosvenor reuse or recycle our electronic equipment. Our offices have designated recycling bins to help minimise the land to waste consumption

## Economic

### Our Objectives

- ▶ Supporting SME's and VSCE's

### Our Contributions

- ▶ Grosvenor support local smaller businesses for our office cleaning, equipment suppliers and maintenance of our fleet

### Our Objectives

- ▶ Training opportunities e.g. our own staff & work experience

### Our Contributions

- ▶ Our staff are constantly going through re-fresher training to improve their skills and we also offer work experience to students

### Our Objectives

- ▶ Reducing payment terms

### Our Contributions

- ▶ We support the supply chain with a prompt payment system - all suppliers are paid on time

## Inequality

### Our Objectives

- ▶ Equal opportunities
- ▶ Gender pay gap
- ▶ Modern Slavery act

### Our Contributions

- ▶ We employ people from all ethnic groups and everyone receives equal opportunities
- ▶ Grosvenor operate the same pay structure regardless of gender



# Employee wellbeing

At Grosvenor we understand that there are many factors outside our control that can have a negative impact on how we feel and behave daily. However, we also recognise that there is a lot of choices we can make to enhance our employee's wellbeing, whether that be physical or emotional.

We've taken time to create what we believe to be an all-encompassing wellbeing programme which pulls on all the feedback we received from the business on what's important to them.

The programme encompasses several wellbeing themes but this year, we've included a few added perks and incentives – this is because we've identified that some of our everyday stresses could be alleviated with a few added extras.

Grosvenor is on a mission to accelerate growth – and as part of our goal for growth, we've placed significant effort into looking at our approach to attraction and retention of employees. It's common knowledge that to win in the marketplace you must first win in the workplace.

So, we're building on what we've been doing for years and making it a more honed, impressive and award winning (we hope!) employee engagement programme – we believe our focus on increasing engagement and enhancing our company culture is paramount to achieving growth and success for the business.





We've broken down the programme into two main areas:

## Wellbeing

**Wellbeing** - Soft benefits that allow you to enhance your physical, emotional and financial health.

## Perks and incentives

**Perks and incentives** - Tangible benefits that enhance your total reward package.

We believe that we have created a great programme that benefits each and every one of our team.

## Investors in People (IIP)

IIP is an internationally recognised standard that defines what it takes to lead, support and manage people well for sustainable results. It is the UK's leading accreditation for business improvement through people management and provides resources for businesses to innovate, improve and grow.

Grosvenor is currently going through the accreditation process and will be accredited (all going well!) by January 2021.

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