

# NNFCC Sustainable Business Policy

## Document Information

### Document Circulation / Readership

The intended circulation / readership for this document are all NNFCC employees and company stakeholders.

NNFCC Limited believes that responsible, ethical and professional business practices should be central to all our services and day to day business activities.

## **The following statements are central to our business activities**

### **Our mission**

Our mission is to provide sector leading strategic business consultancy; analysing, explaining and de-risking the bioeconomy for our clients.

We recognise that responsible business practice and true professionalism can help to penetrate new markets and achieve customer satisfaction and confidence.

### **Our commitments...**

#### **Employees**

We fully understand that quality of service requires a motivated, contented and skilled workforce who are used to working in a team environment. We strive to minimise staff turnover by providing ongoing training, fair personnel policies and excellent working conditions that contribute to a committed conscientious and contented workforce.

#### **Customers**

By operating a highly professional and efficient service orientated business, our exacting standards are designed to protect our customer's reputation, to both their clients, partners and shareholders. We endeavour to have good working relationships by communicating, both openly and under a policy of honesty at all times.

#### **Our Suppliers**

We have excellent long-term relationships with our suppliers to whom we communicate our core values. We only deal with companies who take a responsible position in terms of ethical dealings, human rights, health and safety and environmental issues.

#### **The Environment**

Wherever possible we work to minimise our environmental impact. We ensure that our paper products are sourced from suppliers with the highest sustainability commitments. 100% recycled paper where available. We utilise on-site and bought-in recycling facilities for all our waste consumables.

Health and Safety is of paramount importance and is central to all our business operations. No employee, neighbour, or the public will be exposed to unacceptable risks. Management ensure that all employees are aware of the legal requirements of the Safety at Work act and are educated in Health and Safety procedures, safe working is a condition of employment.

Our management values...

## Our Customers

Customer satisfaction is paramount to the success of our business and our systems are structured to provide the highest levels in terms of both quality and service.

Clients receive customer satisfaction questionnaires which provide us with relevant information which ensures that the highest standards are maintained.

We operate detailed management information systems and we are able to provide our customers with the service related information that they require.

We strive to provide our customers with the very best in terms of quality, price, speed of turnaround with the highest industry standards applied throughout our business operations. We believe our drive for continual improvement will help us to achieve sustainable growth and maintain our market position as a leading bioeconomy consultancy.

NNFCC routinely handles business sensitive information. We recognise the importance of confidentiality and require all employees to handle any and all business information and materials gained through the course of our activities in a confidential and appropriate manner.

## Our staff

Our workforce is vital to the success of our business.

We acknowledge that we all spend a great deal of our lives at work therefore our workforce should feel happy and fulfilled in their working lives.

The company believes in equal opportunities and is none discriminative. We comply with our obligations under the disability discrimination act.

We are committed to paying the Living Wage.

We operate a comprehensive training policy both external and internal that ensures our employees have the necessary skills to operate and progress in their careers as part of a highly skilled team that works to the highest standards.

We aim to treat people fairly and encourage people to improve themselves and existing employees are considered for promotion before external advertising.

## Our Suppliers

As a business, we believe in sourcing goods and services from suppliers who operate in an ethical way and we hope that people we work with share our aspirations.

It is important to us to build and maintain good working relationships with our suppliers and as such it is our policy to settle invoices close to the end of the month following the month of invoicing.

We value feedback about our services and communications, and encourage our suppliers to make a compliment, complaint or suggestion about our services and processes.

## Health and Safety

Safe working practices are a contractual condition at the NNFCC as detailed in the Health & Safety policy.

To facilitate the observance of this policy the following procedures apply:

- All electrical appliances are tested annually by competent engineers to ensure that they are safe.
- A Fire procedure is in force in the building, the conditions of which are followed at all times. Employees and visitors are made aware of these conditions and escape routes are pointed out to staff and a fire drill conducted at least once a year. Fire warning systems are checked weekly and documented, we operate a No Smoking Policy.
- All accidents no matter how minor, are reported and documented. First Aid Kits are provided in various areas, they are regularly checked and re-stocked and 4 office workers are Appointed First Aiders.

## Privacy and Data Protection

NNFCC works in compliance with GDPR requirements. All personal data is held securely by NNFCC

Non-disclosure agreements are used and respected to protect specific business to business commercially confidential information.

Personal data is treated as confidential and will not be disclosed to external organisations, other than those acting as agents for the NNFCC on related projects or for other legitimate reasons.

Data collected by NNFCC will be used, unless you tell us otherwise, for a full range of Business Engagement activity.

In practice this means you may be contacted via post, email or telephone with any of the following:

- Business Engagement Publications – e.g. Our monthly news reviews and project updates
- Targeted event invitations for NNFCC and relevant third-party events
- Business engagement for project information and data gathering actions
- Other general communications giving relevant Bioeconomy news
- Any other use deemed to sit within our data protection statement

Emails will be tracked and stored to ensure that we are better able to tailor our communications.

Under GDPR you have the right to request information on the personal data we hold, how we use your data or to object to the use of your data for any of the above purposes by contacting our Data Protection Manager. Data Controller, (ICO Registration Ref: Z828694X)