

## GARNETT INTERACTIVE

ORGANISATION SIZE / Small Business (up to 50 employees)

Moya Winter

The Old Barn House  
Botley Road  
Chesham  
HP5 1YA

### BRIEF SYNOPSIS OF YOUR CSR APPLICATION

Established 25 years ago we are passionate about transforming how people perform at work. How? By creating powerful learning programmes using live theatre based training, we engage personnel and transform how they perform at work by creating positive, inclusive workplaces. Our corporate social responsible can be demonstrated across four main pillars. Firstly, services to clients; The nature of the services we provide across the private, public and voluntary sector are designed to improve workplaces, through greater inclusion, fairness and equality and we believe that this can influence how people behaviour and respect each other in society aswell. Secondly, our processes; we consider that we operate in an ethical and sustainable way mindful of the environmental and social impact of our work. Whilst our operating processes do not have a major impact on the environment we are committed to managing waste and limiting consumption of natural resources wherever possible. Thirdly, our belief in partnerships with the people we work; we have an open, inclusive culture, actively encouraging personal development and growth, as well as mindful of health and wellbeing. Fourthly, our work in the wider community; through a range of activities, allocation of resources – human and financial, we proactively work with local communities, bringing agendas together with the aim of providing a more cohesive and collaborative platform where local business, education and the wider community can engage. Being a small business, with two main directors, not all our CRS endeavours are laid down in policy, but rather reflect an ethos of intent, able to respond to opportunities and need.

### OVERALL SUMMARY

We recognise that we must integrate progressive Corporate Social Responsibility values into the daily management of our business in order to meet the expectations of our stakeholders who include customers, employees, suppliers, the community and the environment. Being a small business, with two main directors, not all our CRS endeavours are laid down in policy, but rather reflect an ethos of intent, able to respond to opportunities and need.

Having been established for nearly 25 years, we pride ourselves on our lean, innovative and fair way of operating the business. This applies to our customers, our contractors and our staff. Through transparent and open communication, support and motivation we have developed a loyal customer base and professional network of associates.

The nature of our training business has both social and economic consequences. Our

clients' experience the benefits of our training in relation to the measurement of positive impact on culture and staff wellbeing, helping to reduce absenteeism, reduce industrial tribunal cases and lawsuits, reduce stress-related and mental health issues (HR measurements), promote progression and enhance the clients' potential as 'employers of choice'.

#### PHILANTHROPIC

**Business Community:** We are involved in our local Chamber of Commerce. Under this banner we funded a consultative process resulting in an Economic Development plan for the area. This plan has subsequently been adopted by Chiltern District Council who has now employed an Economic Development Officer to drive the recommendations forward.

**Community Events:** We are actively involved

in participating in a range of community events and/or financially supporting them i.e. Lowndesbourne festival, a community event with live music from different genres in Lowndes Park, Chesham and Lowndes-slide, a one day event designed to bring the local community together for a range of activities including a water slide, to raise money for the Mayor's charities.

**Donations:** We have donated to a range of causes spanning the arts, health and research. Staff are encouraged to become volunteers and we support those who undertake charitable fundraising.

**Expertise:** On occasion we have funded our contractors and staff to share their experience and skills for charitable purposes, i.e. running training sessions for volunteers, or school children, coaching people, advising and guiding projects.

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## COMMUNITY

**Education:** One of our directors is an Enterprise Adviser for a local school. As a company we have run a number of enterprise events designed to bring the world of work and education together, developing operacy skills and giving young people an opportunity to develop new skills and insights. These events involved a range of our staff and the use of our premises. We ran a competition as part of a Year 12 programme in which the students had to investigate, research and then produce a presentation for the rest of the school to select a winner.

We have a Board Member who is a trustee of the Red Kite School Trust, a new multi-academy Trust. This involves volunteer time away from work, as well as evening activity.

**Chesham Masterplan:** We have provided a range of resources, financial and human to facilitate the development of a community interest company with the vision to produce a joined up, coherent housing and enterprise development plan for Chesham. Developed around sustainable principles. One of our directors is a Board Member. This involved raising funds from private sector partners, engaging with local authorities, housing associations and community stakeholders, running a consultation process to garner the views of the local residents and finally producing the first phase of a masterplan.

## ENVIROMENTAL

We recognize that we must achieve our business objectives in a manner that reflects the changing environmental, social and economic priorities of our clients and society. To develop our business, both products and services, including the manner of delivery, is guided by impact criteria.

In summary we:

1. Comply with UK legislation. This will include the sustainable use of natural resources and protection of the environment

2. Work proactively and stimulate our clients, suppliers, employees, associates and trainers to work in such a way as to conserve the environment, maximising the benefits of technology to communicate and inform.
3. Implement processes and controls to minimise environmental impact, e.g. travelling to client premises for business development or to deliver training, using public transport and car sharing.
4. Paperless policy, wherever possible we make materials available on client intranet sites, using technology to collect and collate data for evaluation and survey purposes e.g. survey monkey.
5. Progressively reduce waste, particularly paper waste including re-use/ recycling of paper and other products, through use of technology and digital communication
6. Procure materials and equipment that are on recycled stock and/or environmentally friendly and more energy efficient than those they replace
7. Reduce power and fuel consumption, utilising smart meters, energy efficient lighting systems, planning journeys.
8. Continually improve our environmental performance.

## WORKPLACE

We are always looking for potential new talent to join our team. Some of our past customers, passionate about what we do and how we do it, have become Board Members, staff or associates. Testimony to our integrity.

**Mental Health:**

We have signed up to the Mindful Employer Charter to demonstrate our commitment to being positive about mental health. We recognise that, in the UK, people experiencing mental ill health continue to report stigma and discrimination. We are

committed to creating a supportive and open culture, where colleagues are able to talk about mental health. We are also committed to ensuring that our employees feel safe in disclosing any mental health conditions and confident that they will be properly supported and offered reasonable adjustments when required. We believe this is fundamental if we are to retain valued and talented staff.

**Education:**

The company is committed to developing people and has a learning and development budget for short courses, 1-1 coaching and also supports those personnel undertaking longer term commitments e.g. Open University courses.

**Customer Service:**

We pride ourselves on our value-based customer service and this underpins all our business processes and interactions with customers. We thrive on working with a diverse range of organisations and people, and are committed to developing 'customers for life'.

- Value – providing a valuable learning process for your workforce and your budget
- Passion – aspiring to create a better world by changing the behaviour in your workplace for the better
- Customer focus – putting clients at the heart of all we do
- Quality – we pride ourselves on the quality of our learning interventions and are committed to providing the highest service available
- Inclusive – we include all your stakeholders in the process of development and consultation
- Responsive – we continuously listen and adapt to reflect learning and issues raised during projects
- Supportive – support runs right through our business, from training and developing our people, to ensuring our clients flourish in a safe learning environment.

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## Equality, Diversity and Inclusion

We are an Equal Opportunity Employer and mindful of health and wellbeing. Moreover as an organisation that campaigns across the UK to embrace diversity and promote the benefits of working inclusively, we strive to set the very highest standard in our language and behaviour when interacting with our customers, contractors and personnel. Policy is one thing but every interaction that we have with others leaves an impression, and we expect that to be a positive one.

The Garnett Foundation's established Policy is to ensure that no unlawful discrimination occurs, either directly or indirectly, against any person on the grounds of their protected characteristics. This applies at all times to all employees and those contracted to the Company whilst conducting Company business and representing Company interests, and is urged to comply at all times not only with the letter but with the spirit of the Equality Act and Diversity Codes of Practice. This is further demonstrated by practical actions that are both acceptable and unacceptable

in our Values and Behaviours Standards that all personnel and contractors receive and are required to sign and agree.

Additional to the employment law, we are proud of our legacy of promoting best practice in terms of employees working flexibly, openness and transparency, engagement, making provision for personal circumstances, being adaptable and fair in how we carry out our business. This ethos encourages an adaptable, innovative and flexible workforce who contribute ideas and feel they are very much part of the success of the business.