

Ashington Page Ltd

ORGANISATION SIZE / Small Business (up to 50 employees)

Gareth Ashington

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BRIEF SYNOPSIS OF YOUR CSR APPLICATION

This has been an enlightening process for us as individuals and as a company to go through. It has confirmed to us that whilst we tick some of each of the 4 pillars boxes that make up this accreditation, that there is much more that we could and will be doing. Irrespective of whether we gain the accreditation or not we are committed to continue doing more and therefore we will have a greater awareness in the decisions that we make in the future. For example as a result of this process we have signed up to <https://www.splosh.com/> for the company's cleaning products to reduce our plastic consumption by ordering refill pouches through the post which arrive in recyclable packaging. We have seen that the whole team are actively engaged, and they will now be making changes to their own personal lives particularly with regards to plastic and excess packaging. We are also in the process of reducing the amount of paper that we consume and are working towards becoming as close to a paperless office as is practicable. We have online diaries and cloud-based Sales and Letting software packages that assist us in achieving this as all letters and property details can be emailed which has already significantly reduced our in-house printing and postage. These are just a few examples which show us that our mindsets and actions are changing at a time when it has never been important to make a positive difference to local and wider areas.

OVERALL SUMMARY

1.0 CSR Environment - Energy:

With regards to energy consumption we use LED lights throughout, our window display are LED pockets, and these are on a timer. Our ventilation and air conditioning are on a timer and thermostat and we have banned the use of fan heaters. With regards to our water usage we do have a water meter, use hand sensor electric water heaters and eco wash settings. We have also made the decision not to have an oven in the kitchen. The larder fridge only allows the minimum of food storage for staff to prevent food wastage.

1.2 CSR Environment - Natural resources:

Our staff are very aware of quantities of waste and particularly the use of plastic, to this purpose they try to use their own cups for water and coffee or recycle coffee cups. We no longer have plastic cups for the water dispenser, and we use Splosh cleaning materials which are environmentally friendly and use refills. We do not use aerosols. We

do try to shop with minimum packaging criteria, and we do not use plastic shopping bags. We question our need for products and will reuse old paper as scrap paper.

1.3 CSR Environment - Travel:

From a business perspective we tend not to travel to as many conferences as previously using the online webinars which are excellent. If we do have to travel, we either use public transport as the first choice and then car share if necessary. Staff are encouraged to walk to appointments if feasible and we do allow working from home were practical. 2 members of staff do work from home as part of their contract. We are currently looking into the cycle to work scheme for our staff.

1.4 CSR Environment - Environmental supply chain management:

Yes and currently as described in our application and further improvements are now under review

1.5 CSR Environment - Waste:

We do try to give thought to the waste we create and to this effect we do diligently recycle where we can ie we sort our waste into cardboard, paper, plastic and general waste for recycling purposes. Simply waste collect our paper. Batteries are recycled as are our Nespresso coffee pods and we try to recycle redundant furniture to hospices, charity shops or dismantle and take to the recycling centre.

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2. CSR Workplace

We do not currently have a formal CSR policy document although this process will result in a one being created by the end of August 2019.

Customer Care – we have an internal Procedures Document outlining how we deal with people that we meet face to face, on the telephone or online. This includes

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potential tenants, landlords, buyers, sellers, trades people and suppliers.

We have a complaints policy which is available by request and should we not be able to resolve a complaint it is made clear that a complaint can be escalated by involving The Property Ombudsman, which we have signed up to and are bound by any decisions made against us.

Staffing – one male and 13 females some of which are full or part time. Age range is from 18 to 60 years of age.

We use local trades and suppliers whenever we can which includes The Paperchain Partnership for all our office supplies and have done for many years.

Gareth Ashington belongs to The Property Academy - <https://propertyacademy.co.uk/> a leadership and training organisation and is in a Leadership Group that meets 6 times a year in England and Wales.

Training – Lettings staff are encouraged to take all the ARLA qualifications and course materials and course fees are paid for by the company. Other training in the last 12 months have included speed reading, improved memory techniques and public presentation skills. There was also 4 half day off site workshops called "Decision Making Mastery" for everyone which included the benefits of mediation. The same person gave Gareth 10 one to one 3 hours sessions and our Lettings Manager 2 sessions. We also had a day workshop with Josh Phegan, one of Australia's top Real Estate coaches.

4 staff have private medical insurance. We have a well-used Nespresso machine! Unlike most estate agents full time staff get a day off during the week if they work a Saturday. We close on Sundays, Bank Holidays and on average staff get 11 days off over the Christmas period which staff get paid for and is in addition to their holiday allowance.

2 members of staff work from home each week.

Staff's partners and their children are all invited to social events throughout the year.

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3. CSR Community

Gareth was invited to join a fundraising committee in 2016 on behalf of Alfriston School. <http://alfristonschool.com/> is a secondary-age day and boarding school for girls who have moderate learning difficulties and other additional needs. His role was to use his contacts to liaise with local businesses and local high net worth individuals to help raise around £500,000 for the building of a brand-new Performing Arts building. The building now has planning permission, a grant and the fundraising for the shortfall is well under way. He has attended many meetings and events and remains involved.

Beaconsfield Festival of Lights - <http://www.beaconsfieldfestivaloflights.co.uk/> an annual community event which is much more than just late night shopping. Ashington Page have participated for around 15 years making a financial contribution each year and became a major sponsor since 2016 when a lack of private funding put its future in doubt. There are lantern parades, stage performances, pipe bands, laser light shows and much more.

The Beaconsfield School Interview Coaching. An annual event that is a great help to 15-year-old students, who following GCSE exams, will be using what they learn from this in applying to 6th form, college and apprenticeships. Gareth has been a coach since 2015 and it is arranged by Jordans and District Rotary Club.

Dropmore Vineyard <http://perfectfridaywine.com/tag/dropmore-vineyard/> since 2017 volunteers from Ashington Page have helped in the harvesting of that year's crop following the death of one of the founders, John Petersen. Ashington Page dealt with John and his wife Feona many years ago when they bought Brook End Farmhouse and following a holiday to New Zealand, they decided to create their own vineyard, a mammoth task. We continue to support Feona in whatever way we can and hope that she will be able to showcase their wines at this year's Festival of Lights.

Beaconsfield Squash & Racketball Club – a thriving community asset and a member's club with squash and racketball teams and a strong junior section. Ashington Page have sponsored the club since 2016 paying in total £1700 per annum (£300 per quarter plus £500) plus a single donation of £500 towards a fundraising initiative in February this year. Gareth has in the past been a director, the club captain and a team captain.

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4. CSR Philanthropic

Our main charity 2019 is Niemann-Pick Research Foundation a charity set up by a good friend of one of our colleagues whose son suffers from the condition. We are fundraising via our, no cards at Christmas policy, dry January campaign and our challenging Ridgeway walk, 87 miles over 4 days. So far we have raised £260.

Last year our main charity was Buckinghamshire mind with a ten pin bowling evening, dry January and no cards for Christmas. During the year we supported teenage cancer trust via a half marathon at Hampton Court and Rotary via a Santa run. The previous year we supported Oxfam with a static bike ride across Africa, School Aid, Sign and Clayton School. We support other charities on an annual basis with the Santa Fun Run, Cliveden 10k, Burnham 5 and we have participated as an office in Tough Mudder, Wolf Run and Moon walk.

We sponsor colleagues and vendors in their charity fund raising attempts i.e. Louise Malone Thames Path Challenge for The British Lung Foundation, Sophie half marathon for Autism, Peter for Children in Need, David the Moonwalk and Sharon for Action For Children.

We provide raffle prizes and advertising Boards for community events i.e. the Community bus, The Glitter Ball at Seer Green, Beaconsfield Art Fair, Beaconsfield Model Railway Exhibition, Seer Green Pre-School and this year we are the main

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sponsors of the Holy Trinity Church Fete.

We run small fund raisers like guess the weight of the cake, number of sweets in the jar, number of keys in the picture etc... as supplements to the main fund raiser and to engage the local community. We create a Christmas window display which is now quite a feature of the Christmas high street in Beaconsfield.

Our staff participate in local Litter picks and help in the local charity shops. We have also spent time and money in helping to reduce the effects of nesting pigeons affecting the pavements in the high street.

All of our activities and volunteering are promoted through Facebook, twitter, newsletters, blogs and emails to engage the wider community and advertise what causes need help and support.

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