



Ian Firth Hardware Limited  
Lady Ann House, Shaw Cross Business Park  
Dewsbury, West Yorkshire WF12 7RD  
T: +44 (0)1924 438112 F: +44 (0)1924 438033  
E: [enquiries@ianfirth.co.uk](mailto:enquiries@ianfirth.co.uk)  
[www.ianfirth.co.uk](http://www.ianfirth.co.uk)

## **Corporate & Social Responsibility Policy**

Ian Firth Hardware Ltd aims to take account of its economic, social and environmental impact in the way it operates as a business. By demonstrating commitment to Corporate Social Responsibility we aim to align our business values, purpose and strategy with the needs of our customers, whilst embedding such responsibilities and ethical principles into everything we do.

### **Environmental**

Protection of the environment in which we live and operate is part of our values and principles and we consider it to be sound business practice. This document should be read in conjunction with our Environmental Policy which sets out our commitment to waste management and recycling, conservation of heat, water and power, and sourcing materials wherever possible from sustainable sources.

### **Local Community**

Where possible Ian Firth Hardware Ltd would support local charities and groups, recruiting from local area, schools and colleges.

### **Employees**

Ian Firth Hardware Ltd takes the welfare and development of its employees seriously encouraging participation on training courses where applicable.

### **Customers & Supplier Relations**

The company is committed to working with customers and suppliers in a fair and ethical manner. This document should be read in conjunction with our Ethical Sourcing Policy and our commitment to encouraging purchasing personnel to become members of CIPS and sign up to the CIPS Code of Ethics. We endeavour to pay suppliers within agreed parameters. We aim to be open and honest with regards to the products and services we can offer to customers and will avoid pressure selling techniques. We will listen to customers so that we can improve the products and services we offer them. We accept that occasionally the service we offer may not be to a high standard, but will accept when things have gone wrong and deal with the matter promptly.

### **Responsibility to Industry**

The company continues to be active members of trade associations relevant to our products and will work alongside our competitors when the industry sector as a whole needs to influence legislation, policy and standards for the benefit of the industry as a whole not for individual company gain.

A handwritten signature in black ink, appearing to read 'Ian Firth', followed by a horizontal line extending to the right.

Ian Firth  
Chairman