

CSR – Corporate Social Responsibility Statement



**Cura Technical Limited
Unit 34, Hornsby Square
Southfields Business Park
Basildon
Essex
SS15 6SD**

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DOCUMENT CONTROL

Change Record

| Version | Date | Author | Summary of Changes |
|---------|----------|--------------------|-------------------------------|
| V2 | 20.09.14 | Board of Directors | |
| V3 | 24.11.14 | Nicola Smith | Changed address on front page |
| V4 | 28.04.15 | Nicola Smith | Changes |
| V5 | 20.04.16 | Nicola Almond | Changes |

Review

| Version | Date | Reviewed By | Comments |
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Distribution

| Version | Date | Recipient | Department/Section |
|---------|----------|--|--------------------|
| V2 | | Intranet | |
| V2 | | Internal Company Policy Doc | |
| V3 | 24.11.14 | Intranet | |
| V3 | 24.11.14 | Internal Company Policy Doc | |
| V4 | 29.04.15 | Internal Company Policy Doc | |
| V5 | 21.04.16 | Intranet and Internal Company Policy Doc | |

CURA TECHNICAL

Cura Technical specialises in the provision of IT engineering and project services throughout the UK.

We work with manufacturers, channel partners, system integrators, outsourcers and facilities management providers, delivering a wide range of single source IT support solutions.

Cura Technical is a channel-based provider of support services with an unrivalled understanding of the requirements of OEM's, SI's and resellers. We hold accreditations with all major manufacturers of IT, printing and EPOS systems and offer a fully equipped technical resource at competitive rates. We have a single-minded focus on meeting customer service level requirements and, being fully vendor independent with no competitive conflict, always provide the most effective and unbiased solutions.

We are committed to delivering technical support solutions that add unrivalled value to customers as well as achieving the fastest fix times. ISO9001 accreditation also assures you of the best workmanship at all times.

Cura Technical provides a range of additional consultancy services from Total Cost of Ownership consultancy, commissioning, installation and user training through to warranty and post warranty support, consumables and disposals to meet the Waste Electrical and Electronic Equipment (WEEE) Directives.

Company Details

Cura Technical Limited is a privately owned Limited Company

Cura Technical Ltd
Company Registration Number 02853954.

The registered address is;

Unit 34, Hornsby Square
Southfields Business Park
Basildon
Essex, SS15 6SD

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Email: enquiries@curatechnical.com
Web site: www.curatechnical.com

CURA TECHNICAL'S CORPORATE SOCIAL RESPONSIBILITY

Cura Technical has developed a Corporate Social Responsibility (CSR) statement to help steer the successful growth of Cura and to enable its Staff to be aware of the Ethics and Operating practises that are applied in the way that Cura addresses its Responsibilities to its Staff, its Clients and its Suppliers.

In the definition of this document, the following points, were given consideration;

- The **suppliers** we choose and the way we deal with them. For example, trading with suppliers who pollute the environment could be as irresponsible as doing so ourselves.
- How we treat our **employees**. For the responsible business we believe, this means doing more than simply complying with legal requirements. Hence why Cura is currently complying and to attain Investors in People 
- How our business affects our **local community** and how Cura is actively involved.
- What Cura does affects the **environment** and what Cura is doing to use resources more efficiently and reduce pollution and waste.

Cura believes that by looking ahead, we are ready to cope with new laws and restrictions. We do believe; by Cura investing in its CSR policy will enable us to keep winning business from increasingly demanding customers.

The Business Benefits to Cura's CSR

Cura believe Corporate Social Responsibility (CSR) isn't just about doing the right thing. It means behaving responsibly, and also dealing with suppliers who do the same. We believe it also offers direct business benefits. Building a reputation as a responsible business this sets Cura apart. Companies often favour suppliers who demonstrate responsible policies, as this can have a positive impact on how they are perceived by our customers.

We do believe our customers don't just prefer to deal with responsible companies, but insist on it. Sales of 'environmentally friendly' products continue to grow.

Cura believe there are other benefits too:

- A good reputation makes it easier to **recruit new employees**.
- Employees may stay longer, reducing the costs and disruption of recruitment and retraining.
- Employees are better motivated and more productive.
- Activities such as involvement with the local community are ideal opportunities to generate **positive press coverage**.
- Our CSR – Statement makes Cura **more competitive** and reduces the risk of sudden damage to your reputation (and sales). Investors recognise this and are more willing to finance you.

ENVIRONMENTAL IMPACT RESPONSIBILITY

Our business affects many different people - employees, customers, suppliers and the local community. It also has a wider impact on the environment.

Even the simplest energy efficiency measures, like switching off lights and equipment when they aren't needed, makes a real difference. Reducing the use of water also directly cuts our costs.

Minimising waste can also make a big difference. Simple steps like reducing the amount of paper Cura use can immediately cut our costs.

Caring about the environment can increase revenue too. There are all sorts of ways in which Cura have reduced the environmental impact of our business. For example:

- sourcing responsibly (e.g. using recycled materials and sustainable timber)
- minimising packaging
- buying locally to save fuel costs
- creating an efficient (and fuel-efficient) distribution network
- working with suppliers and distributors who take steps to minimise their environmental impact
- implement recycled boxes for all Toners and Waste
- implement recycled agents services to dispose of
 - PCB's
 - Metal
 - Cardboard

RESPONSIBLY TO CUSTOMER AND SUPPLIERS

Cura believe by working with our customers and suppliers in a responsible way we reap substantial rewards.

1. CUSTOMERS

Some of Cura have taken when dealing with customers are:

- Make sure our brochures are written in plain English, telling the truth without hiding anything in the 'small print'.
- Be open and honest about our products and services. Advising customers what they want to know, including what steps we take to be socially responsible.
- If something goes wrong, we acknowledge the problem and deal with it.

2. SUPPLIERS

Choosing Cura suppliers carefully is a fundamental approach to our corporate social responsibility (CSR). For example, Cura try to use local suppliers as much as possible. This helps us support our community and also reduces the energy wasted in deliveries.

Cura's policy is also to treat it's supplier's fairly, particularly smaller businesses that rely on us.

THE LOCAL COMMUNITY

Working with the local community has brought a wide range of benefits to Cura. Local customers are an important source of Cura sales. By us improving our reputation, we find it easier to recruit localised employees.

Many businesses involve their employees in working with the local community. For example, Cura support charities chosen by employees. Also Cura encourage employees to volunteer for community activities and also give them paid time off for this. As well as improving our community relations, this can help motivate employees and will help develop their interpersonal and team participation skills.



Cura's official charity – Little Havens Children's Hospice in Thundersley, Essex.

Cura's official Apprenticeship partner are:



MEANS OF MEASUREMENT

Cura believe the Corporate Social Responsibility (CSR) has helped costs and boosted sales. However, we also believe there are other significant benefits which are slightly harder to measure.

Benefits such as improved reputation, stronger customer loyalty and motivated employee, we believe should not be overlooked.

Identifying and measuring indicators of success

- Cura benchmark our business against others.
- Some of the UK's largest companies publish CSR reports online – Cura also provide this facility.
- We use key performance indicators (KPIs) to measure our environmental performance.

CSR – CURA'S LONG TERM BENEFITS

COMMITMENT TO OUR SUPPLIERS

The performance of our suppliers is critical to our business. We aim to treat our suppliers with respect, and increasingly make it our policy to invest in long-term partnerships that benefit both sides. Cura's objective is to deliver best value from our suppliers on a long-term basis. While price matters, it is only part of the purchasing decision.

COMMERCIAL RELATIONSHIPS

Wherever practical and cost-effective, the purchasing and supply requirements of all the brands and businesses within Cura have been centralised and rationalised. This allows us to invest more time with each supplier, and to seek greater shared efficiencies throughout our supply chain.

PROCUREMENT & SOURCING

Our sourcing teams aim to conduct the supplier tendering and assessment process in an open and transparent manner, sharing information wherever possible to improve performance. When selecting our suppliers, we assess them against a wide range of criteria, which include:

- Management capability and financial strength, to ensure long-term reliability.

- Ability to deliver enduring quality and value. We conduct rigorous due diligence before and after the bidding process, involving a full cost breakdown analysis, to ensure that the contract can be fulfilled.
- Commitment to the wider corporate responsibility agenda. We encourage suppliers to develop and comply with their own detailed corporate responsibility policies and guidelines, and we actively assess their practices and commitment.
- Cura is committed to providing equal opportunities in sourcing, regardless of race, gender, marital status, age, disability, religious belief, political opinion, or sexual orientation.
- We aim to maximise supply chain opportunities by proactively seeking and building strong, value-focused relationships with all our suppliers.
- We believe that diversity in our work force and in our supply base contributes to a stronger, better organisation, able to draw from a variety of resources in order to deliver increased value to our customers.
- The value created from our supplier relationships will enable us to maintain long-term growth, solidify our partnerships with our customers and preserve a competitive advantage.

CORE PRINCIPLES

Cura Technical is committed to conducting our business with suppliers in a fair and honest manner, with openness and integrity, and expects that suppliers operate to these same principles.

We further expect that suppliers are committed to operating to relevant best-practice standards of employment, health; safety and environmental management in the workplace, and those suppliers provide adequate working facilities for all employees.

LABOUR

Our expectations of suppliers go beyond regulatory compliance.

It is the aim and desire of Cura that;

- Suppliers should support and respect the protection internationally proclaimed human rights.
- Ensure they are not complicit in human rights abuses.
- Suppliers should uphold the freedom of association and the Effective recognition of the right to collective bargaining.
- Eliminate all forms of forced and compulsory labour.
- The effective abolition of child labour.
- The elimination of discrimination in respect of employment and occupation.

Cura Technical wishes to support and inspire our employees to be the best they can. To do this we need to respond to everyone as individuals, understanding their point of view and responding to their concerns. To achieve our aims, human resources department ensure we comply with our own policies, such as the Investors In People accreditation, as well as the relevant employment laws.

ANTI-CORRUPTION

Cura Technical does not permit or condone any form of corruption or bribery, and Cura's Code of Conduct contains guidance to steer staff through potential problem areas.

We expect that:

- Suppliers should work against all forms of corruption, including extortion and bribery.

ENVIRONMENT

We are committed to strong business growth that is not achieved at the expense of the environment, and believe that all businesses should do their utmost to minimise their impact on the environment.

Cura Technical, as a provider of Technical Engineering & Support Services, affects the environment directly through our own operational activities and indirectly through the activities of our suppliers across the world.

The environmental challenges facing us all include our use of resources, the creation of pollution, the effects of our activities on climate change, and our impact on species and habitats.

It is important that we not only monitor our own behaviour but also encourage others to adopt best practice.

We believe that;

- Suppliers should support a precautionary approach to environmental challenges.
- They should undertake initiatives to promote greater environmental responsibility.

Encourage the development and diffusion of environmentally friendly Technologies.

EMPLOYEES AND TRAINING (PRE EMPLOYMENT SCREENING PROCESS)

Cura can confirm that all relevant personnel have fully complied with the above screening process. This exercise has been initially implemented into our internal selection and security screening policy in compliance with the new Government Legislation effective from April 2008 namely:

- Criminal Record check – DBS (Level 3)
- Proof of Legal right to work in the UK
- Financial Credit Check
- Verification of previous employer
- Employment references
- Academic references
- Residential History

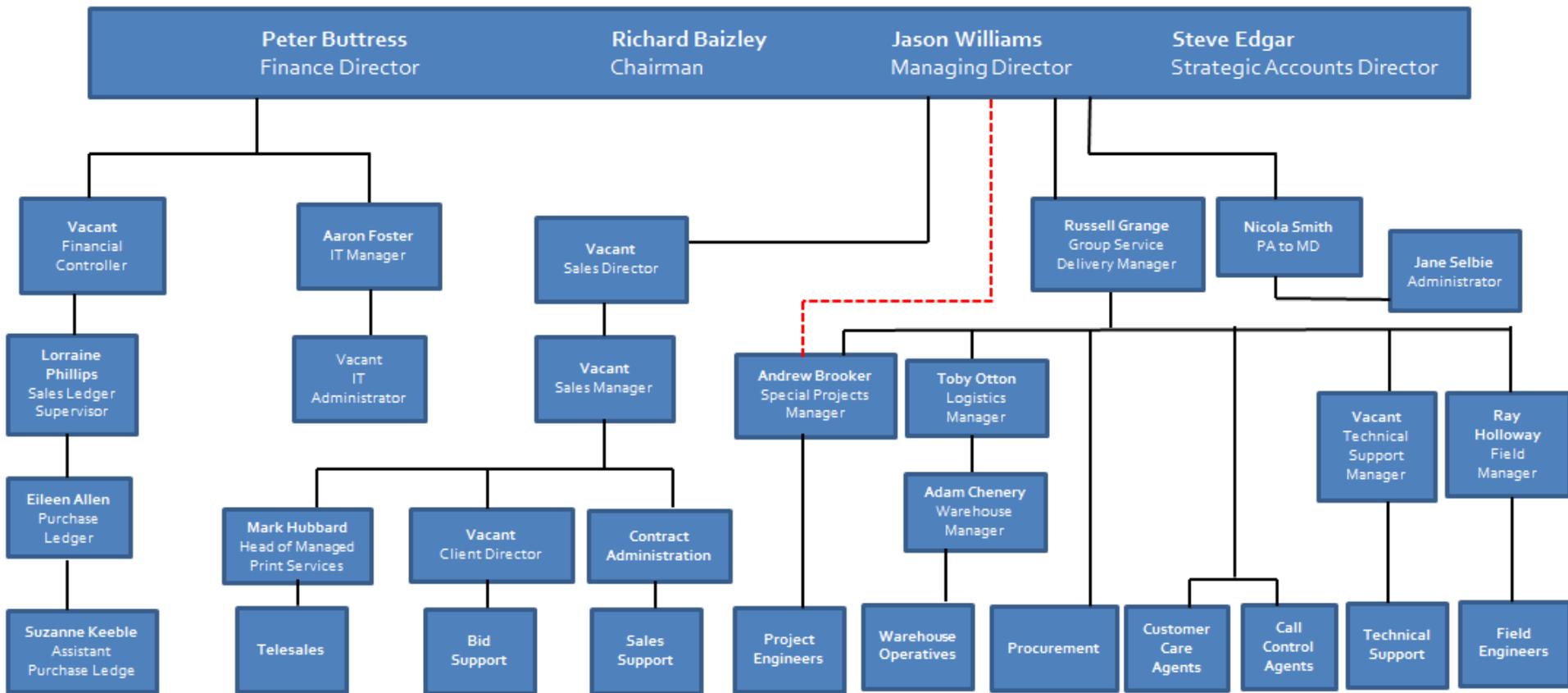
Cura places a high emphasis on the upkeep of a mutually beneficial relationship with its employees. In addition to annual appraisals, all employees undergo regular counselling in order to give praise and identify areas of weaknesses. Performance appraisal and reward strategy now clearly links remuneration to individual and business performance.

Cura operates a non-discrimination policy on grounds of sex, race, colour, ethnic origin, disability or other minority areas dictated by legislation. This applies to both existing and prospective employees.

The Company is committed to career development and training, and actively encourages further education. All technicians are trained to degree or HNC/HND level, and regularly undergo both manufacturer and in-house training. All middle management are currently taking NVQ 4 with Call Centre staff NVQ 2. Cura Technical receives free training from manufacturers both in the UK and abroad and is usually carried out some months before new products are launched.



Cura Technical Organisational Chart



Organisation Chart of Field Based Engineers

2015

CURA TECHNICAL
Field Service Structure

Cura Technical Ltd

Department
Function
Individual (s)

