

Corporate Social Responsibility Policy

Introduction

This Policy outlines Airflow Developments Ltd.'s commitment to conducting all business undertakings with the highest ethical standards, while ensuring the protection of its employees, customers, communities, suppliers, and the environment.

Who we are and what we do

Airflow Developments was founded in 1965 by Alexander Conner Wilson with his expertise in fan design and air. Since then, Airflow has earned its reputation as an industry leader in ventilation by continually providing innovative, quality products with in-built reliability, developed by experts in air movement and backed by a reliable and responsive service.

Our product range includes residential extractor fans, residential and commercial mechanical ventilation with heat recovery, ducting systems, air purifiers, industrial fans, and many accessories.

Our team of ventilation experts is dedicated to delivering a quality service to ensure healthy indoor air quality environments are created in both commercial and residential buildings.

We're driven by one goal: to develop advanced ventilation solutions that enhance indoor air quality and contribute to a cleaner, more sustainable future for everyone.

Our Employees

We are dedicated to the well-being and continuous development of our employees. Our goal is to cultivate and sustain a workplace where all employees are appreciated and valued.

As a Company, we commit that we shall:

- Foster a workplace that is diverse, inclusive, and fair, ensuring respect for all employees.
- Enhance the skills and capabilities of our employees by offering comprehensive training, development, and growth opportunities, including apprenticeship schemes.
- Expect our employees to act with integrity towards one another and maintain a high standard of conduct and professionalism.
- Provide competitive salaries and benefits to our employees.
- Promote equal opportunities and respect employees' rights for both direct and contracted employees.

By recruiting and retaining the best talent, we aim to improve our product offerings and customer experiences, thereby enhancing our brand reputation and driving future growth.

Our Customers

We strive to build long-term relationships with our customers and other stakeholders by understanding and adapting to their evolving objectives and needs, and dealing with them with responsibility, transparency, and fairness.

As a Company, we commit that we shall:

- Deliver exceptional value, consistent quality, and reliability, while maintaining the highest professional and ethical standards.
- Maintain open and honest communication about our products and services and ensure transparency in all our dealings.
- Ensure that all our marketing materials and business documentation are clear, honest, legal, and informative, including our dedication to social and environmental responsibility.
- Actively engage with our customers to continually evaluate and improve the products and services we offer.
- Address and resolve any issues promptly that arise if we fall short of customer expectations.

Through continuous customer engagement, we will develop strategies that challenge conventional thinking and foster innovative product development.

Our Suppliers

We aim to establish and maintain strong relationships with our suppliers and contractors.

As a Company, we commit that we shall:

- Endeavour to use local businesses, wherever possible.
- Implement effective and robust supply chain monitoring and management practices, ensuring they align with our commitment to the Modern Slavery Act and promote continuous development and improvement.
- Expand our network of suppliers and contractors who actively work to reduce their environmental impact.

Environment

We are aware of our environmental impact as a business and are committed to taking proactive steps to mitigate this impact. Our ongoing efforts include:

- Utilising energy-efficient, sensor-operated LED lighting.
- Ensuring lights are turned off in unused office areas during operational hours and at the end of the workday.
- Mandating employees to shut down PCs and screens before leaving the office.
- Implementing heat recovery systems to minimise the need for traditional heating and cooling systems, thereby reducing on-site energy consumption.
- Providing clearly marked recycling bins throughout the office.
- Promoting efficient and responsible printing practices and only printing when necessary.
- Using an electronic records management system to minimise paper usage.
- Encouraging sustainable transportation options to employees, such as walking, cycling, carpooling, or using public transport whenever possible.
- Transitioning our company fleet to electric or hybrid vehicles.
- Providing on-site charging points to support electric vehicle use.
- Sourcing recycled materials wherever possible.
- Working towards zero waste to landfill by enhancing material recovery and reducing non-recyclable waste.
- Regularly calculating and reporting our emissions and taking actionable steps to reduce our carbon footprint.
- Providing mandatory environmental awareness training for all employees.
- Continuously monitoring and improving our environmental performance.

Our Community

We recognise the importance of the local community in which we operate and strive to positively contribute to its social and economic development through active community engagement, charitable donations, and employee volunteering. Additionally, we support the local community by offering opportunities to young people through apprenticeships and work experience programs.

Measurement

Airflow Developments Limited proudly holds the ISO 9001 certification, a globally recognised standard for Quality Management Systems. This achievement underscores our commitment to consistently develop, design, and manufacture products that meet rigorous international standards. As the 152nd company in the UK to attain this certification, among over 42,000 certified organisations nationwide, we ensure that our products bear the ISO 9001 kite marks, assuring our customers of their reliability and durability over years of operation.

Additionally, Airflow Developments Limited has earned the ISO 14001 certification, demonstrating our dedication to enhancing our Environmental Management System. This rigorous standard validates our ability to maintain profitability while reducing our environmental footprint across all facets of our operations.

Through the implementation of this policy, we aim to earn and maintain the trust of our stakeholders and establish ourselves as a responsible and ethical organisation that is committed to continuous improvement. This policy will be reviewed annually, updated as necessary, and communicated to all employees and stakeholders to ensure ongoing transparency and accountability.