



# CSR Managing our Corporate Social Responsibility



## A Sustainable approach to healthcare

### Ashley House - Part of the Community

We aim to support the NHS in the delivery of community health and in doing so make a positive contribution to the wider public health agenda which is firmly aligned to our business priorities.

Our 17 years experience has been dedicated to designing Primary Healthcare infrastructure nationwide, working towards meeting the demands of the NHS and following government led healthcare initiatives.

Ashley House plc is a people focused business and as such we have a thoughtful and sensitive approach to dealing with our workforce, customers and suppliers.

We strive to ensure our relationships are positive and constructive, creating partnerships with GPs, Primary Care Trusts and other stakeholders to provide improved healthcare delivery and working closely with local Councils and their planning departments in understanding and conserving the interests of their local communities.

The company actively participates in Social and Charitable work, both as a business and through the involvement of employees.

Tangible examples of this support include; Creating a company charity programme, developing charitable initiatives such as Electronic Christmas cards (with all financial savings given to Charitable causes, added to the obvious environmental benefits) and staff fundraising where we are pleased to have been able to support charities such as 'Wear it Pink Day' and 'Run for Life'

We are sensitive to the changes needed to protect our global society and strive to make an ongoing positive contribution to this objective.

## Environment and Sustainability

We recognise the importance of the work we do in relation to the impact it has on the environment and the need to develop sustainable and affordable solutions long term.

Our design and construction teams are dedicated to a programme of continual improvement in the exacting standards we already set leading innovation and practical application of developing technology.

We manage our own use of energy, waste, recycling and transport thereby reducing our carbon footprint wherever possible reducing our impact on the environment and helping to ensure the sustainability of our business in a manner which will not compromise future generations.



Children from a Local Primary School enjoy an Eco Tour of our latest Energy Efficient surgery at Carden Hill, Brighton

## Within our Business

We have developed systems across our business to help achieve our environmental aims.

These include;

- 'Switching off' equipment and lights when not in use.
- Energy saving standby modes enabled
- Commitment to all replacement vehicles being low emission transport e.g. Hybrid
- Reviewing all travel arrangements
- Waste & Recycling
- Using electronic communications to reduce travel
- The use of green inks and recycled paper
- Electronic transmission of all data wherever possible—paperless office

## Sustainability

As a leading national developer and operator of health and social care infrastructure we believe it is important to continually review and upgrade the standards by which our industry measures sustainability of the environment.





## Energy Saving Designs

Our design team seek to not only comply with all current regulation but also where possible exceed these standards through the use of the latest techniques, materials and systems to protect the long term useful life of our developments.

In brief we seek to achieve the following:

- Site Selection - where possible to use brownfield sites, including those that are currently contaminated, to improve and regenerate the existing urban environment whilst reducing the impact on the countryside.
- Efficiency of design - we maximise the use of available land whilst predicting and allowing for foreseeable expansion, changes to working practices and the continual improvement of service to ensure that the development can continue to meet the needs of the community for the entirety of its design life.
- Materials – where possible we use local labour and materials, including recycled products, sustaining local communities and reducing the environmental impact of transportation.
- Energy – we try and minimise our carbon footprint. The ethos of the use of eco friendly solutions is embedded within our design process. This extends not only to reducing the operational net energy consumption of the building but also to the carbon profile of the materials used – taking account of the energy used in extraction, manufacture and transportation.
- Transport – to locate premises in positions which best meet the needs of the communities they serve. In this regard prime consideration is given to the ease of safe access using predominantly minimum or zero emission forms of transport.
- Affordability – we advocate a responsible approach to affordability calculated primarily on whole lifetime costings and not just the initial cost of delivery. Innovative eco friendly design is not necessarily expensive when set against the increasing cost of energy.





### Economy and marketplace

Ashley House companies are all UK based, UK tax paying entities. We believe strongly that as part of our Corporate and Social Responsibility and in acknowledgement of our work with the NHS, it is beholden upon us not to seek off-shore tax shelters.

### Doing business with fairness and integrity

We believe that in managing and developing a successful UK business we are also providing a valuable service to society.

We strive to treat our customers and suppliers with fairness and integrity and to provide the highest standards of customer service, providing them with an environment conducive to the delivery of first class healthcare services to the community.

### Employees and workplace

Ashley House values its workforce and places a great deal of importance on developing and maintaining, with all of our employees, a manageable work-life balance.

Our employees are highly motivated and encouraged in their development through initiatives, performance training and development and employee forums. Key issues in employee care and development are;

- Health and Safety
- Investors in People
- Specialist training at and away from our offices
- Assistance in study to attain professional qualifications
- Ideas and suggestions programmes
- Employee surveys
- Social Events

New employees are taken through a thorough induction process introducing them to the Ashley House values. These include;

- Building a strong team ethos
- Creating positive employee relations
- Delivering a workplace programme that is aligned to the business
- Making a positive contribution to the health and wellbeing of our people.