

## Corporate Social Responsibility

Since the company started operating in 1997, it has actively pursued a strategy of fulfilling the four pillars of social responsibility, even though we may not have been aware of the terminology!

### **Environment**

Our main focus is on the service and repair of pallet trucks. The aim is to prolong the life of the equipment and recycle when necessary. This saves on raw materials, surface freight and by careful planning with our partners, keeps vehicle usage as low as feasibly possible.

In 2020, during the pandemic, we closed our office and moved our entire administration online. The net result was that the team no longer had to commute (reducing CO2) and our paper based systems were no longer required. We have therefore reduced our use of paper, ink and plastic folders by around 90%. It's nice to see a positive coming out of Covid!

### **Ethical Responsibility**

Since day one we have treated all our stakeholders with respect, a sense of fairness and worked within the relevant legislation. The result has been long serving personnel, close and mutually beneficial relationships with our suppliers and an excellent reputation.

### **Community**

All members of the team are encouraged to volunteer within their local community which has resulted in many hundreds of hours of voluntary activity within both the private and business sectors.

As the company has matured, we have been able to increase our financial support to those less fortunate than ourselves; locally, nationally and internationally.

### **Financial**

Cashflow is the lifeblood of any company and is the major cause of small company failures. We are always happy to work with smaller suppliers and we endeavour to pay within agreed terms or quicker, regardless of the size of company.

### **Conclusion**

Whilst their individual contribution may be minimal, small businesses as a sector are essential to the prosperity of the economy. This applies equally to their impact in the community. The above statement relates to the past, the present and the future of HallmarkFIX.

Roger Grimshaw

Director

17<sup>th</sup> October 2022