



Corporate Social Responsibility 2022.

Introduction to Corporate Social Responsibility (CSR)

CSR refers to the way in which businesses regulate themselves to ensure that all their activities positively affect society.

Our CSR policy aims to guarantee that we work ethically, considering human rights as well as the social, economic, and environmental impacts of what we do as a business.

DIAL is committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

Who we are and what we do

DIAL Electrical Services Ltd have been delivering high quality electrical services to its clients' since it was established in 2004.

The company has grown year on year, through the use of qualified tradesmen, engineers and skilful management putting safety and their client's requirements first at all times.

Through strategic focus and front-line Director level management, DIAL have developed a thorough understanding of its clients' requirements, enabling us to provide an unbiased and practical advice based upon application.

We are members of the NICEIC, BAFE, Constructionline, CHAS and Safe contractor with all tradesmen being qualified to exacting J.I.B. standards, and all apprentices are governed by J.I.B. / J.T.L. with City & Guilds Certification.

DIAL Electrical Services is fully compliant with modern day contracting and are fully compliant with Construction Design & Management (C.D.M.) Regulations. This obviously includes the issue of all associated safety paperwork's including but not limited to Risk Assessment/Method Statements and any relevant COSHH details.

Committed to Safety

Employees as a minimum have First Aid, Asbestos Awareness and are CSCS Certificated, we are proud to be Constructionline, Chas and SAFE contractor approved. All DIAL engineers have either SMSTS or SSSTS certification showing a commitment to safety for our employees, customers, and anyone affected by our works.

Our Company's workforce is experienced in working closely with the client and any other contractors or in-house operatives.

Our experience includes:

- Design and installation of Wind and Solar Power Systems
- Design and installation of Electric Vehicle charging systems.
- All aspects of 18th Edition Electrical Inspection/ Testing and maintenance

- Installation of LV Distribution Systems, Feeder Pillars and External Switch Gear
- Design and Installation of all areas of Emergency Lighting – DIAL is BAFE SP203-4 certificated for emergency lighting
- Design and Installation of LED Lighting schemes
- Data Cable Installation/Network Cable Installation
- Design and Installation of all grades of Fire Alarm Systems – DIAL is BAFE SP203-1 certificated for fire alarm installations.
- Street lighting including all Ground Works

Many of DIALs clients require constant power supply and cannot afford to lose this even for a split second, DIAL ensure this for our clients by providing a top-quality electrical maintenance service.

Looking after Employees

DIAL have extremely loyal and productive staff, we have an extremely low turnover of engineers with most engineers staying on from apprentices to now being fully qualified electricians.

Many of the engineers have been with the company for 10 years plus.

We look to take on 2 apprentices each year and provide them with the best on site practical training as well as college theory training that is possible.

All engineers whether older or new apprentices are trained to the highest standards.

DIAL also try to ensure we maintain a good working environment, as such we have; -

- Ensured everyone within the workforce has a company pension.
- Ensured engineers have private healthcare.
- Ensured we are an Equal Opportunities Employer as per the Human Rights Act 2010.
- Ensured we are exceeding the requirements of the Modern Slavery Act 2015.
- Ensured all staff are paid correctly and on time, with wages meeting/ exceeding the National Minimum/ Living Wage.

Looking after Customers

We have a small but very loyal client base which is the way we have chosen it to be, we do not advertise and like to work with existing clients who know about the high standards that we set or through recommendation.

It is so important to DIAL that we look after our customers, to make sure that they have a positive and lasting impression of our business.

We ask our clients for feedback on projects to help improve customer satisfaction and retention.

We only use products and materials that we believe exceed the purpose that they have been designed for, and thus ensure the safety and quality of our products and services.

We issue a 12-month warranty on all works as standard with some lighting and other items carrying a 5 or even 7 year warranty, through dialogue with our customers they are aware that even after a much longer period if there are ever any issues with any works that we have completed we will always return to ensure the customer is satisfied.

Suppliers' Standards

It is vital to DIAL we ensure that we use good suppliers and maintain a good working relationship with them. We ensure that; -

- Our suppliers have evidence that they adhere to the Modern Slavery Act 2015.
- Our suppliers operate in line with the Bribery Act 2010.
- We use local suppliers, and local products wherever possible.
- We always ensure our suppliers are paid on time.
- We ensure our suppliers have got a CSR policy in place.
- We are committed to clear communication with our suppliers.

Protecting the Environment

DIAL is absolutely committed to reducing the environment impact that our business activities may have. A more in-depth description of how we are achieving this is within our Carbon Action and Environmental impact policy.

Community Engagement

DIAL as a business are proud to sponsor 6 local cricket teams of varying ages as well as two girls football teams.

We also like to support local charities, sports clubs, societies, youth groups, community centres through monetary donations or / as well as donating time and materials to projects that benefit the community.

We also like to feel we are supporting the surrounding community by employing local people.

Signed;-



Print;-

Mr Ian Davis.

DIAL Director.