

Company Profile

<i>Company name, address</i>	St Astier Ltd, Chuchill House, Mosley Street, Newcastle upon Tyne, NE1 1DE
<i>Contact Person (name, e-mail, tel.)</i>	Phil Brown
<i>City/Country</i>	Newcastle, Tyne & Wear, United Kingdom
<i>Activity</i>	Specialist Consulting Contractors
<i>Description of core business</i>	We are a leading structural repair consulting contractor for local authorities, housing associations, construction industry professionals, commercial organisations and home owners.
<i>Year of foundation</i>	2003
<i>No employees 2006</i>	20
<i>Annual turnover 2006 (in EUR)</i>	5,162,788 Euros
<i>Website</i>	www.st-astier.co.uk

Good practice description

<i>Issue(s)</i>	<i>See the table below</i>
<i>Description</i>	
<i>Why did we take action and business benefit</i>	
<i>Benefit for society/stakeholders</i>	
<i>Awards, standards</i>	
<i>Communication with public</i>	We communicate all our CSR activity through our website and e-newsletters.
<i>Plans for the future</i>	Over the course of 2007 we will work towards formalising our CSR policy.

Auxiliary table: ISSUES, COVERED BY CASES OF GOOD PRACTICE

<p><i>Marketplace issues</i></p>	<p><i>Responsible supply chain management</i></p> <p>We use local suppliers as much as possible which help support the community and reduce energy wasted in transportation/deliveries. Over 95% of our suppliers are within a radius of 30 miles of our registered office.</p> <p><i>Quality</i></p> <p>Whilst we have no plans to complete ISO 9000, we do operate an internal quality monitoring programme which is overseen by department heads.</p> <p><i>Innovation</i></p> <p>Our management team dedicate at least one full day per month to exploring new technology. We look at new and emerging construction technology and IT technologies that can support and improve our infrastructure.</p> <p>We work extensively with 21st Century construction products, including Insulated Renders, Mortarless Brick Systems, Masonry Reinforcement Systems and Helical Pile Technology.</p> <p><i>Consumer satisfaction</i></p> <p>We have a Customer Service Document, which sets out our service level agreement as well as feedback and complaints procedures. Our Customer Care Policy is freely available on our website and communicated to our customers at the start of our relationship with them.</p>
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Workplace issues

Workplace diversity

St Astier prioritises selection on merit and the ability to do the job advertised irrespective of disability, race, religion, sex and sexual orientation. We seek to be representative of the communities we serve and ensure all recruitment and training programmes are non-discriminatory. Our recruitment processes make it possible for disabled candidates to attend interviews and and comply with all age and race discrimination legislation.

Equal opportunities

St Astier Ltd promotes equal opportunities throughout the organisation and has an equality and diversity policy. Our commitment applies to all aspects of employment including recruitment and job advertisements, training and career progression. Our full equality and diversity statement is freely available on request.

Work/life balance

We operate flexible working practices including Time off In Lieu (TOIL) and dependency leave. We arrange company days out, and give staff time off for learning.

Health and safety

Due to the nature of the work we undertake, safe working practices are imperative, consequently St Astier has a comprehensive Health & Safety policy and an appointed Health & Safety representative who is a qualified IOSH member (Institution of Occupational Safety & Health). Every project or element of work that we undertake is backed by a specific and detailed Safety Method Statement and full range of Risk Assessments.

We invest heavily in Health & Safety Training - each of our operatives receives a minimum of 3 days H&S training per year. We also ensure that our Foremen and Contract Managers have all undertaken and passed the SMSTS (Site Managers Safety Training Scheme) within the first 2 years of their employment with the company.

Job satisfaction

As part of our commitment to motivate and retain our employees, we regularly conduct yearly employee appraisals and mid-year reviews to ensure all members of staff understand their job roles and are encouraged to develop both personally and professionally to enhance their level of job satisfaction.

Job creation/job preservation

St Astier has consistently grown since it's conception in 2003. During the financial years 2004 and 2005, the number of staff employed has doubled and due to the aquisition of several large contracts, the need for a Contracts Manager position became evident. In 2006, St Astier continued to expand and consequently created another Contracts Manager role and a Site Manager position. We invest heavily in nurturing new talent and have

Community issues

Social integration

St Astier plan to introduce an inclusive community project to encourage the people of Seaham to learn about the history of the town's buildings and structures and participate in restoration activities under the supervision and guidance of our staff. We hope to involve English Heritage in the initiative and also engage a number of local community groups to ensure that the project benefits local people, including ethnic minorities, and is sustainable.

Healthcare

We care about the health, safety and welfare of our employees and provide personal protective equipment and clothing to all our on-site employees. During the summer months, all our operatives working outdoors are given sunscreen and work is scheduled to start earlier to restrict the amount of hours worked during peak UVR times.

Education

We are building strong links with local secondary schools and are currently putting together an initiative to provide free year on year training for pupils in the use of modern and specialist construction materials.

Quality of life

St Astier plays an important role in the development and improvement of local housing, working with local authorities to upgrade the standard of living for tenants and local home owners through the Government's Decent Homes Standard.

We carry out approximately 2 weeks of free community work each year, using our skill base, labour and materials to repair or restore local structures and public spaces where no local authority funding would usually exist. We have recently repaired over 30 headstones in a local cemetery that had previously been declared unsafe and pushed over or had fallen over naturally.

We support a number of our construction partners in their charitable activities. We provide prizes to Wates Construction to be auctioned to raise money for CRASH which aims to help homelessness charities to improve their premises, facilities and accommodation provided for homeless people.

Economic regeneration and development/employment



<p><i>Environmental issues</i></p>	<p><i>Cleaner production</i></p> <p>We seek to monitor the combined emissions of our vehicles based on yearly mileage together with manufacturers published ratings. CO² emissions will be a major factor in the future purchase of company vehicles.</p> <p><i>Environmentally sound product or service</i></p> <p>St Astier has operational procedures, approved at Director level, in place for the collection and recycling of office consumables and old mobile phones. Separate procedures are in place to monitor the effective use of site equipment and materials to reduce waste and encourage re-use, re-cycling and safe disposal.</p> <p><i>Environmental technology</i></p> <p><i>Environmental investments</i></p>
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