

V11	01/22	DW
Review Date		01/23

Local Community Policy

It is the policy of Swish Building Products that it will always have proper regard for the rights and concerns of the local community, and support individuals and groups in that community where possible.

Swish defines this community as local businesses, householders and individuals that may be affected in any way by its operations or benefit from its support.

Complaints

- As set out in the Swish IMS Manual, Swish will maintain a formal system for recording complaints. Swish will always seek to resolve any issues that may arise from the community to the satisfaction of the complainant, within both the law and realistic commercial constraints.
- Swish will maintain on its website a clearly marked area for anyone to post complaints. All complaints will be notified to the monthly H&S meeting. Swish will annually publish a summary of complaints and the company's performance in resolving these.
- Objectives
 - Swish will always respond to any complaint within 24 hours and seek to resolve the situation in full and in a timely manner.
 - It is the objective of the company to conduct its operations in such a way as to have zero complaints.

Local Community Engagement

- Swish will maintain on its website a clearly marked area for any member of the local community to post suggestions about local charities that may require/deserve the company's support.
- It is the policy of Swish to provide support for local individuals and bodies based on the following criteria:
 - Where Swish customers ask for charitable support for a nationally operating charity that may also be of general benefit to the local Tamworth/Staffordshire community.
 - Where suggestions for support of local charities or individuals/groups (sponsorships) come from within Swish or the local Tamworth/Staffordshire community.
 - Where there is a local construction related need for FOC materials for charitable or youth training purposes
- It is the company's objective:
 - To provide monetary or material support in each of these areas to at least one organisation or individual every year.
 - To maintain the value of all monetary and material contributions for each financial year at or around 1% of the Swish A&P budget. This amount will be reviewed by the Managing Director every year who will have final approval of recipients and payments.
- Swish will publish a list of its charitable contributions on its website and report these to the Swish JCC Committee for its review.



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Managing Director