

# ARK Pest Control Ltd

## Corporate Social Responsibility Policy Statement



### Who we are and what we do:

ARK Pest Control Ltd specialise in pest control and all levels of cleaning and environmental works. As we've grown the past 18 years, our clients have asked to provide other services which are line with our current commitment to high standards of service.

We have brought together the expertise and capabilities of other companies with our values to help our clients achieve their goals. In simple terms, we find out what our clients want and use our contacts to help them get it as efficiently as possible.

We have a commitment to help reduce rodenticides and pesticides in the environment based around the CRRU guidelines.

### Our Mission:

At ARK, it is our mission to provide the highest quality service of unmatched value to our clients through the efforts of highly dedicated, trained and productive work force who share a commitment to long term growth and success of the company. We had a goal that by the end of 2021 we would be carbon neutral. We succeeded and were awarded Neutralcarbonzone Certified under certificate 10330 in October 2021.



## Our Vision:

To be a company of caring professional people, delivering only the best class of service. How do we achieve this? By making sure we have the right people for the right job and the right attitude to getting it done. So, when we say the ARK Pest Control Ltd is a caring company delivering only the best class of service, we really mean it!

## Our Values:

Clients and staff!

Passion given to all levels of work!

Fresh thinking.

Protecting the environment.

Exciting opportunities and the future is green!

## Looking after Employees:

*To retain loyal and productive staff, it is vital to maintain a good working environment. Please see below:*

- Industry leading wages, benefits and holiday entitlement.
- Ongoing health and safety training support and accreditations for staff.
- On-going staff appraisals and personal development is always encouraged.
- We provide a fully comprehensive Employee Handbook to all staff.
- We provide pension packages.
- We are a confirmed member and supporter of the Living Wage foundation.
- We have a fully supported HR department.
- We provide all staff with an inclusive Employee Assistance program which is run by an external company. This is support for all employees to support their wellbeing.

## Looking after Customers:

- We understand the importance of retention and this is based around continuous improvements within our delivery process to our clients. Based on strong customer satisfaction processes.
- We acknowledge that technology is there to support retention and we provide all clients with a free of charge portal which provided real time reports and recommendations.
- We run a paperless company, so all reports are e-mailed, and invoices are electronic.



## Suppliers' Standards:

*It is vital to ensure that we use good suppliers and maintain a good working relationship with them.*

- All suppliers that we work with must pass our approved supplier guidelines such as Modern Slavery Act 2015, Full Insurances, Quality Processes, Anti-Bribery Act 2010,
- We ensure the environmental footprint by our suppliers is in line with ours.
- We are committed to paying our suppliers on time.

## Protecting the Environment:

*It is important to commit to reducing the environment impact that our business activities produce.*

- We are a Carbon Neutral company.
- All new company vehicles will produce less CO2 than the previous vehicle.
- We re-use all baiting products that we use such as tamper resistant bait boxes.
- We ensure all products from our suppliers are as environmentally friendly as possible.
- We are supporters of THINK Wildlife and follow CRRU guidelines.

## Scott Mills

Director

Ark Pest Control Ltd

Date: 1<sup>st</sup> March 2023

