

Social Responsibility Policy

“It’s not what you give – it’s how you live”

Trinity Event Solutions Ltd is located in Stamford, Lincolnshire and offers a venue finding and full event management service to clients. The method in which we carry out the service does have an impact on our customers, suppliers, local community, environment and our employees and families therefore, highlighting that we do not work in isolation nor do we simply exist as a means of making a profit. Our policy is not just corporate, but about how we behave as individuals as well, which is why we just call it our Social Responsibility Policy.

Social responsibility is about understanding the impacts on the wider world and considering how we can use them to impact the company in a positive way. We must therefore think about how our ethical, social and environmental responsibilities fit alongside our corporate values of financial good practice, extensive UK and international market knowledge through staff development and training and business excellence.

A SR committee was established to demonstrate our commitment to all of our stakeholders by ensuring we act ‘socially responsibly’ and comprises of employees covering all levels of staff. The committee is empowered to review and agree the strategy, develop policies on various SR related matters and monitor performance against its policies. Our commitment is defined into the following five key areas:

Environment

Trinity Event Solutions Ltd seeks excellence in every aspect of our business and is committed to minimising the environmental impacts of our business operations. In this policy we commit our company to:

- Continuously improve our environmental performance and integrate recognised applicable best practice into our business operations
- Protect the environment by striving to prevent and minimise our contribution to pollution of land, air and water
- Manage waste generated from our business operations according to the principles of reduction, reuse and recycling
- Ensure environmental criteria are taken into account in the procurement of goods and services
- Comply with all relevant environmental legislation

The nature of our work as a venue finding and event management company means we do not inherently have a high environmental impact but we will take consideration of environmental issues in the service we provide. We will ensure that the Company reduces the environmental impact by:

- Reviewing environmental policies and performance on a quarterly basis
- Communicating internally and externally our environmental policy and performance and encourage feedback and involvement. We communicate this via our website, through our tenders and in our new starter inductions
- Facilitate ethical buying from suppliers by:
 - Educating and empowering people to shop responsibly and raise awareness
 - Using local suppliers for goods and services
 - Highlighting the venues we propose to our clients that have an environmental policy
 - Work together with our service partners and suppliers to encourage commitment towards improved environmental performance
- Communicating the importance of environmental issues to staff by encouraging them to:
 - Ensure all lights and equipment are switched off when not required to reduce energy consumption
 - Print in mono and double sided when printing is necessary and recycle cartridges
 - Achieved an 80% reduction in paper usage the first year we had the SR team in place
 - Car share where possible
 - Recycle all waste in the dedicated recycle bins
 - Recycle stationery items, in particular re-use of folders

- Shred business documentation and recycle
- Source recycled materials wherever possible
- Work with like-minded suppliers who take steps to minimise their environmental impact
- Respect our rural surroundings and wildlife (including feeding the birds)

Customers

We invest in our staff to provide a professional and knowledgeable solution which exceeds our customers' expectations and deliver our promise.

We are committed to the highest standards of business practices and also ensure that we deal responsibly, openly and fairly with clients and potential clients by:

- Ensuring that all our advertising and documentation about the business is clear, informative, legal and honest
- Providing a high standard of service to our clients by listening to their needs to ensure that we propose the correct venues
- Offering the client a number of venue choices to suit their budget, requirements and compliance for instance DDA compliant venues.
- Adhering to the clients SR buying guidelines
- Highlighting the venues that support SR values by providing the appropriate SR statement or links to their SR policy on all documentation
- Raising awareness to our clients of our SR policy
- Trouble shooting on behalf of our clients when they have problems with hotels and venues
- Avoid proposing any hotels or venues that may be in financial difficulty to minimise the risk
- Dealing with any complaints efficiently and professionally
- Treating our clients fairly
- Acknowledging our responsibility to maintain the confidentiality and privacy of our customers

Suppliers

Trinity Event Solutions use two types of suppliers, venues for our clients and suppliers of goods and services for the running of the business.

Venues

We strive to deliver a professional and efficient experience for our clients and suppliers. Our specialist team are passionate about matching customer expectations to business needs of the venue through our extensive market knowledge by:

- Each member of the venue finding team visiting 100 venues per annum to maintain and grow market knowledge
- Introducing a 'Destination Champion' programme for international destinations to increase knowledge
- Highlighting the venues that actively invest in SR
- Welcoming 20 hotels or venues a month to present their properties to our staff
- Attending familiarisation trips offered by hotel groups and venues
- Support hotels to ensure they are treated fairly and not put at risk by our clients

We are committed to working in partnership with our suppliers to ensure an outstanding offer to our clients. The knowledge our staff gain on UK and international hotels and venues means that our suppliers have confidence in our service and that we are promoting their businesses accurately and impartially. We have also been awarded the 'Best Conference Booking Agency' at the Conference centres of Excellence awards. This was awarded for demonstrating "the ability to be a strategic partner" and as particularly effective at engaging with the venue team so that they have a good understanding of how their business works.

Suppliers of Goods & Services

Trinity Event Solutions believes in sourcing goods and services from suppliers who operate in an ethical way and we select people we work with who share our values. We support our SR values by:

- Ensuring we use local suppliers as much as possible, this helps the local community and reduces energy wasted and carbon emissions from deliveries
- Supporting young start-up companies in the local area
- Using like-minded suppliers with a similar culture and values
- Endeavouring to pay our suppliers on time
- Remaining loyal to our suppliers and supporting them by being honest and fair in our dealings

Local Community

We recognise and value the local community that we operate in and have received a highly commended award from Peterborough Evening Telegraph for our contribution to the community. Trinity Event Solutions encourages and enables our employees to take part in events and initiatives that support our local community by:

Voting on an annual basis for the charities of choice. Charities selected in 2017 include:

Animal Helpline:

Animal Helpline rescues and rehomes unwanted dogs and puppies, and has helped thousands of dogs since its start up 30 years ago. They put their success down to their success down to their process of carefully matching each dog to a suitable owner and providing continued support throughout the rehoming process.

Bliss:

Bliss provides emotional and practical support to premature babies and their families. By 2019, they aim to be able to help every baby born needing neo-natal care in the UK. In addition to this, the charity works alongside professionals and provides research to ensure care is of the highest quality.

Hospital at Home:

Hospital at Home is a rapidly expanding programme which provides hospital-level care to older adults in their own homes. It is highly rated by both patients and caregivers because, as well as reducing costs and complications, patients find themselves more comfortable in their home and family members experience less stress.

East Anglia's Children's Hospices:

EACH has 3 hospices with a fun, safe and flexible environment to support the end-of-life care provided. The treatment ranges from specialist nursing care to counselling, and this is provided in the family home and hospital as well at the hospices.

We support on an ad hoc basis by doing the following:

- Donating money to Meeting Industries & Meeting Needs
- Donating cakes, chocolates and sweets to a local Children's Ward and Residential homes
- Donating clothes to local charity shops
- Collecting supplies for the local drop-in centre
- Employing locally and within the company
- Offering work experience placements to local students
- Working alongside our neighbouring businesses to help each other when there are extreme weather conditions or other challenges
- Supporting employees in community activities and fundraising efforts, through the provision of time off or financial contribution where possible
- Sue Ryder Thorpe Hall, Peterborough – raised funds by arranging a 20-km walk, dressing up for the Olympics and the Jubilee and taking part in the starlight midnight walk and £7,000 from the Trinity Triple Challenge
- Macmillan Nurses – raised money by taking part in a 100-mile bike ride
- Collecting stamps for the Paula Carr Diabetes Trust
- RNLI – raised over £20,000 by taking part in 'Boss in a Boat'

Our headline charity activity is the Trinity Triple Challenge – Acknowledged across the venue industry and supported by our suppliers, engaging our whole team. Its purpose is to:

Support our venue knowledge, promote our suppliers and most of all to support some local charities.

The team all give up a weekend to visit 15 venues each and for each venue visit request a prize which can be auctioned to raise funds for charity.

Run an online auction runs throughout October with over 300 lots offering some amazing prizes. The money raised is then split between our 4 nominated charities. Each week the auction site features new lots so there are continuing opportunities to bid for overnight and weekend stays, spa days and fine dining. We share the link with our friends, families, colleagues, suppliers and the charities

This initiative has raised over £20,000 per year for some very worthy causes.

<https://www.trinityauctions.co.uk>

Our People

We are a happy, dynamic team who enjoy celebrating each other's successes. As professionals in our field, we empower our people with the knowledge and efficiency to secure our position as market leaders.

We recognise the value and importance of our employees and are enthusiastic about recruiting and retaining our staff by:

- Including our SR policy and mission statement in our new starter inductions
- Providing a workplace in which diversity is valued and there are equal opportunities
- Providing a mechanism by which employees can raise their views and be engaged in change and issues that affect the company
- Organising social events to celebrate successes
- Providing a gym membership
- Offering a HR support line for staff
- Providing a safe and secure workplace which is conducive to the health and welfare of employees
- Providing a pleasant and enjoyable working environment
- Providing training and development to empower everyone to reach their potential
- Organising a bi-weekly industry specific quiz to aid the team's knowledge
- Recognising and rewarding individuals and teams for their performance