



**Poplar Services Printers Limited**  
Poplar House, Jackson Street,  
St Helens, Merseyside WA9 3AP

[www.poplarservices.com](http://www.poplarservices.com)

tel: 01744 23363  
fax: 01744 451242  
ISDN: 01744 22761

## Corporate Social Responsibility Statement

Poplar Services believe that responsible ethical and professional business practice should be central to all our operations and day to day business activities.

### Our Mission

Our Mission is to continue to improve our standing as a leading supplier of print by providing the highest standards in terms of quality and Customer Service with as little impact as possible to the environment.

We recognise that responsible business practice and true professionalism can help to penetrate new markets and achieve total customer confidence. Poplar Services work to the highest standards and have achieved ISO 9001-2 quality accreditation, ISO 14001 Environmental accreditation, ISO 12647, ISO 12647-2 printing standard accreditation and FSC Forestry Chain Of Custody. Poplar Services are committed to achieving the highest industry accreditation standards and have invested heavily in the latest hi-tech environmentally friendly printing equipment.

### Employees

Our workforce is vital to the success of our business.

We acknowledge that we all spend a great deal of our lives at work therefore our workforce should be happy and fulfilled in their working lives.

We operate a comprehensive training policy both external and internal that ensures our employees have the necessary skills to operate as part of a highly skilled team that works to the highest standards.

To encourage both team spirit and team building we provide all staff with a uniform.

All staff are issued with a works handbook that explains general employment policy.

The company believe in equal opportunities and are none discriminative.

We aim to treat people fairly and welcome job opportunities from all sections of the community. We encourage people to improve themselves and existing employees are considered for promotion before external advertising.

The company complies with its obligations under the disability discrimination act and disabled people are readily employed.

In circumstances where a member of staff has become disabled every effort has been made to continue their employment with additional relevant training and alternative job relocation.

### Customers

Customers make pay days possible is a statement that is posted around the walls within our factory and all staff are completely customer focussed.

Customer satisfaction is paramount to the success of our business and our systems are structured to provide the highest levels in terms of both quality and service.

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### **Corporate Social Responsibility Statement continued**

All work is produced to ISO 9001-2008 system quality, ISO 14001 Environmental System and ISO 12647-2 print quality accreditation. Clients receive customer satisfaction questionnaires which provide us with relevant information which ensures that the highest standards are maintained.

We operate the very best in management information systems and we are able to provide our customers with any job related information that they require instantly at the push of a button.

We strive to provide our customers with the very best in terms of quality, price, speed of turnaround, and the highest industry standards are applied throughout our business operations. We believe our drive for continual improvement will help us to achieve continual growth and maintain our market position as a leading supplier of print.

#### **The Environment**

Poplar Services takes its environmental responsibilities very seriously and recognises that the printing industry can have a massive influence on the environment and importantly how the world's forests are managed. The Forestry Stewardship Council is a none profit making organisation that sets standards on how the world's forests are managed and maintained. There are currently 91 million hectares of forest worldwide that are managed and certified to FSC standards. Half the world's commercial timber is needed to make paper products and the paper industry can be hugely influential. By using and specifying FSC paper our customers both large and small can be confident that they are not contributing to the damage or destruction of ancient forests or jeopardising wildlife or the future of people who live in them.

FSC chain of custody certification tells our customers that the wood in a paper product is from a certified forest or controlled source or recycled. The chain of custody is audited by an independent FSC accredited third party at regular intervals. Every link in the supply chain from the forest to paper mill to paper merchant and then finally to us the printer needs their own chain of custody certificate. Each certificate has a unique number and this number must appear on product labels and invoices. Our systems are audited periodically by the FSC organisation.

Our customers can benefit by our FSC accreditation by having permission to print the acronym, FSC, or tree tick-tick logo which will add value to their printed products and demonstrates their own environmental concerns are taken seriously.

Poplar Services aim to be a first class supplier, employer and neighbour. We are fully committed to minimising the effect our manufacturing processes have on the environment and with this in mind we have administered and work to ISO 14001.

#### **Health and Safety**

Health and Safety is of paramount importance and is central to all our business operations. No employee, neighbour, or the public will be exposed to unacceptable risks.

Management ensure that all employees are aware of the legal requirements of the Safety at Work act and are educated to Health and Safety procedures safe working is a condition of employment.

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## ***Corporate Social Responsibility Statement continued***

## **How Poplar Services Manage Our Corporate Social Responsibilities**

### **Our Customers**

By operating a highly efficient, hi-tech, safe, environmentally friendly printing operation that is supported by ISO product quality and environmental accreditation our high standards will endeavour to protect our customer's reputation within their market place to both their clients and shareholders. We endeavour good working relationships by communicating both openly and honestly at all times.

### **Our Workforce**

We fully understand that continuity of supply requires a motivated contented and skilled workforce with minimum staff turnover who are used to working in a team environment. We will endeavour to provide ongoing training, fair personnel policies and excellent working conditions that contribute to a committed conscientious workforce.

### **Our Suppliers**

We have excellent long term relationships with our suppliers to whom we communicate our core values. We only deal with businesses who take a responsible position in terms of ethical dealings, human rights, health and safety and environmental issues.

### **Our Neighbours and the Wider Community**

We recognise that print is a high risk source to the environment in terms of damaged forests through paper products and waste chemical pollution Poplar Services are an example to both our own industry and that of other manufacturing sectors by investing and achieving FSC Chain of Custody and fully committing to ISO 14001 environmental procedures throughout our business.

Poplar Services will draw on 25 successful trading years experience to continue to achieve sustainable growth and maintain our position as a leading supplier of print.