

# Whyte & Co.

## Enforcement Services

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## CORPORATE SOCIAL RESPONSIBILITY POLICY

Wherever possible and practicable Whyte & Co. will endeavour to:

- Use local suppliers in order to reduce our carbon footprint and contribute to the local economy.
- Purchase from sustainable sources and maximise our use of low energy and recycled products
- Communicate with and involve all our stakeholders (staff, suppliers and clients) in our decision making.
- Recruit locally to where staff will be working to reduce our carbon footprint, to support our client's local economies and to provide us with the benefits of local knowledge.
- Achieve third party certification to provide independent verification that our business operates effectively. Currently, Whyte & Co. is accredited to ISO 9001 (Quality), ISO 27001 (Information Security), Investors in People (Training and Development), ISO 14001 (Environmental) and BS18477 (Identifying and Responding to Consumer Vulnerability).
- Protect our business from risk so that we are not prevented from providing a service to our clients due to unforeseen circumstances. Whyte & Co. has a fully developed and tested Business Continuity Plan.
- Train and develop all our staff to the highest of standards and support them to obtain appropriate qualifications. Offer work experience placements to local schools.
- Provide a safe and healthy environment for all staff to work in. We aim to exceed legislative requirements and we are CHAS (Contractors Health & Safety Scheme) accredited.
- Help all our staff to achieve a healthy “work life balance” and reduce our carbon footprint by promoting flexible working including home working, job share and flexible hours.
- Provide equality for all and value diversity both in our employment practices and in our dealing with clients, suppliers and debtors.
- Actively involve our staff in the business decision making processes and provide feedback on progress.
- Actively support local charities.

## Vulnerability

Whyte & Co's sole area of business is the collection of debt and the provision of ancillary services on behalf of local authorities. We recognise that our clients have very wide social responsibilities. Whilst they have a fiduciary obligation to ensure that all monies due to them are collected promptly, enforcement activities must take place within the wider social context. Whyte & Co. has a Remedy Support Team whose role is to assist potentially vulnerable debtors by confirming their vulnerability, liaising with clients to establish if enforcement should still proceed, negotiating payment arrangements appropriate to their circumstances, providing appropriate debt advice or referring the debtor to an appropriate advice organisation e.g. Stepchange Debt Charity.

## Review

This policy is reviewed at least annually



Paul Whyte

Partner