



# Doing the right thing.

Corporate Social Responsibility



**family**  
investments



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# Introduction.



## Corporate Social Responsibility is part of the culture at Family Investments.

We have a phrase that we feel sums up our culture, and the attitude of the people who work for us – it's about wanting to "Do the right thing". Our Corporate Social Responsibility programme is an example of this and is something we are very proud of and have been working to develop over many years.

We recognise that every business has an impact on the local community they work in so our philosophy has always been to ensure we put something back, effectively sharing a little of our success with the people we live and work with.

Our approach is more about working in partnership with the community than just providing money for local causes. By taking this approach we engineer a situation where both Family employees and local causes can benefit.

The aim of this document is to give you a taste of the kind of activity we get involved in along with details of some of our more traditional environmental activities.



"The centrepiece of Family's approach to Corporate Social Responsibility is our Community Programme.

We are not only proud of its achievements but also conscious of the fact that it has broadened the perspective of all members of staff who have supported it.

Above all taking part has been rewarding and fun, ingredients which will hopefully sustain it for many years to come."

**John Reeve,**  
Chief Executive

"I am delighted to acknowledge the work that Family Investments and its staff have carried out in support of local communities, charities and voluntary organisations in Sussex and wish them every success for the future"

**Peter Field**  
Lord Lieutenant , East Sussex



# We all have a part to play.



## Family and the environment

Doing the right thing for the environment can mean many different things, but the first step is recognising that we all have a responsibility to minimise our impact.

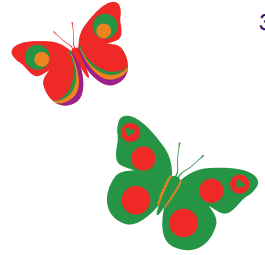
A recent survey conducted by the Carbon Trust shows that our office consumes less gas and electricity than others in our business sector.

### Cycling and recycling

There are extensive recycling schemes in operation throughout our organisation. These cover the recycling of paper, plastic, tin, confidential waste, cardboard, glass, photocopier and printer toners, as well as mobile phones. As an additional benefit some of our environmental efforts help to support charities such as the Roy Castle Appeal – who receive all of our photocopier toners.

As part of the government sponsored Cycle 2 Work scheme, employees can now lease bikes from us, keeping fit at the same time as cutting carbon emissions.





## Encouraging best practice

We want to be part of a wider, environmentally responsible community. So wherever possible, we use suppliers, vendors and contractors that have good environmental policies and credentials. For example, our coffee machine supplier supports sustainable development and educational programmes in coffee-growing communities. Our stationery provider has been accredited with the ISO14001 standard, ensuring it has control over its environmental impacts.

As we've already proven, even simple measures like getting everyone to switch off equipment at night can make a difference. While we know there's a lot more we can do, we're looking forward to expanding our environmental policy in the future.

## Family trees

In partnership with The Tree Appeal, and in association with our Ethical Child Trust Fund customers, we have provided a tree-planting gift which has resulted in over 4,500 trees being planted in a variety of locations, with many more planned in the years to come.

To find out more, visit

[www.familyinvestments.co.uk/treeappeal.aspx](http://www.familyinvestments.co.uk/treeappeal.aspx)

[www.familyinvestments.co.uk/ethicalgifts.aspx](http://www.familyinvestments.co.uk/ethicalgifts.aspx)





One big  
happy  
family.

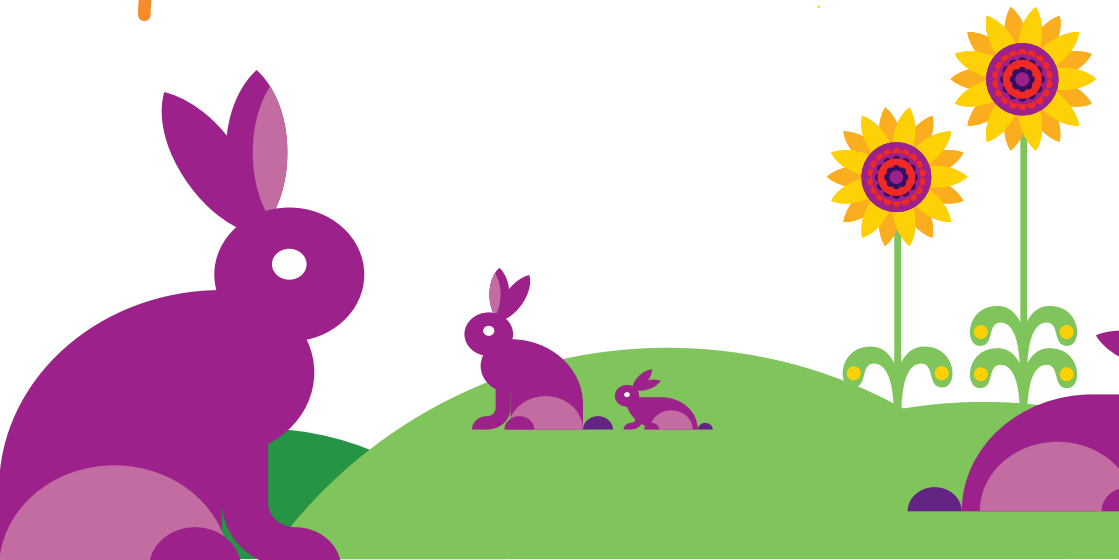
## Training and development

**People are our most precious asset.**

That's why everybody at Family Investments has access to a fully integrated learning and development culture, designed to unlock their full potential.

Through our committed team of five trainers and facilitators, we deliver dynamic and challenging training, facilitation and coaching to individuals, teams and leaders.

It's easy to see the benefits of our approach – our people are engaged and motivated. But the training has important strategic value too, as all our development and coaching programmes are created in line with company objectives – making sure they have a very real impact on our business.





## Nurturing our talent

Effective training has to be measurable. That's why every programme we offer is fully evaluated, helping us identify what works, and what needs improving.

### Training on demand

This suite of soft skills, technical and management training is fully personalised, allowing individuals to make choices based on their own development goals and ambitions.

### Customer Services training

We seek to inspire all our customer facing teams by offering everything from department induction to product, systems and soft skills training.

### Coaching

Any individual can access a wide range of personal coaching, either to help them deal with a specific issue or to achieve a more long-term goal. What's more, our Accredited Coaches scheme enables individuals to develop their own coaching skills, helping them pass on their skills throughout the business.

### Leadership Development programme

We're passionate about creating and nurturing inspirational leaders. Our Leadership Development programme is an engaging mixture of experiential training, coaching and mentoring, including topics such as emotional intelligence and transactional analysis.

### Teambuilding workshops

Teambuilding is fundamental to group cohesion and efficiency. As well as being great fun, our regular teambuilding days give teams the opportunity to explore group dynamics and tackle specific issues.

### Regulatory training

We work hard to ensure we're always up to date with our regulatory training. Together with our compliance department, we provide relevant and regular training for all appropriate employees, including anti-money laundering, anti-fraud and banking code training.



## Awards

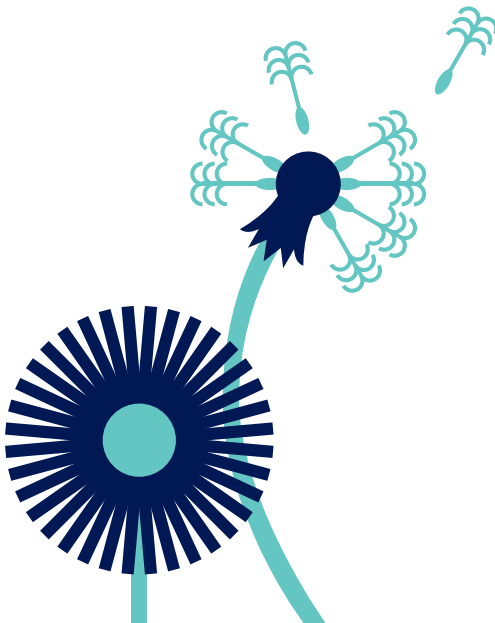
National Training Awards  
– Highly Commended 2006



National Training Awards  
Highly Commended 2006



# Caring for our community.



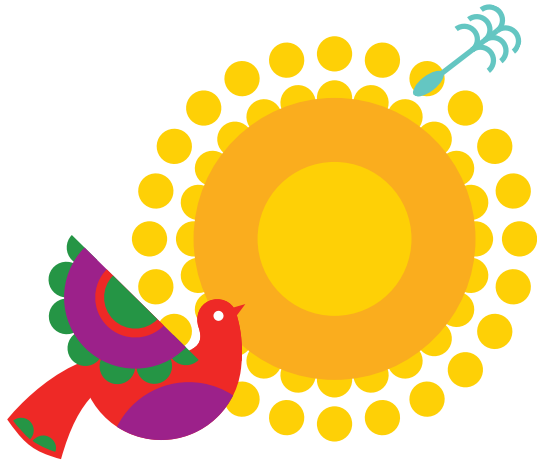
## Community Programme

Our community is as important now as it always has been. We recognise that the bigger we get, the greater our impact on people and places that surround us. We've made it our policy to look beyond our own front door, recognising that everything we do has a direct impact on the immediate environment in which we work.

Over fifteen years ago, our passion and commitment to these communities inspired us to create a Community Investment Programme (CIP) focussing on the following key areas:

- Education
- Fundraising and Sponsorship
- Staff Development
- Older People
- Community Challenges

We've worked hard to encourage employees to get actively involved in the local community. Such involvement ensures our Community Programme has a positive and lasting impact.



## Rewarding extra commitment

Over the years employees have made outstanding contributions to the projects in which they have been involved, often dedicating spare time to helping make these projects a success. In recognition of this, our annual award – the FOX (Focus on Excellence) Community Cup – is given out internally to the person who we feel has gone the extra mile over the year to support a charity or community project.

Whatever the level of input, any commitment to our community programme is worthy of note, although there are always some that commit beyond the norm, which is what the FOX Community Cup is all about.

Past winning contributions have ranged from those giving their own time on a regular basis to those who have made a long-term commitment to a specific cause, and sometimes both.





## Community Challenges

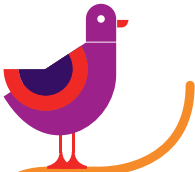
One of the CIP's most productive and rewarding initiatives is the Family Investments Challenge scheme. Working with a wide range of local charities, these challenges give us valuable insight into real issues that affect these groups and individuals on a day-to-day basis.

Not only do communities benefit from our involvement, but we do too, using the events as team building and staff development exercises.

# Action in the community.

Our support has included:

- Helping at Care Co-op's Community Farm building rainwater shelters, pergolas and working in their vegetable garden and wildlife areas. They provide local placements for adults with mental health problems.
- Supporting events with Sport for Choice, a local charity offering sport for sight challenged young people. Events have included football training, activity days and golf training.
- Clearance of scrubland and working on environmental projects for Sussex Wildlife Trust and The National Trust.
- Maintenance, dog walking, cat caring and day-to-day support at our local RSPCA and Dog's Trust centres.



# Inspiring future generations.



## Education

Education is one of our primary passions at Family Investments, and over the years we've been involved in bringing learning to life at every level from Nursery, through to higher-level vocational training.

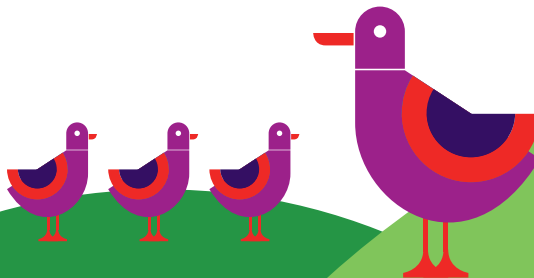


### Nursery workshops

With the launch of the Child Trust Fund in 2005, our CIP turned its attention to the under-fives. Working with Brighton and Hove City Council, we've been supporting and helping to fund a whole series of fun and productive workshops featuring activities such as puppetry, music and art in nurseries all over the city.

Our workshops support the government's national curriculum, and play an important part in helping develop key skills including creativity, phonetics, speech and communication.

The workshops are constantly evaluated by the nurseries, parents and the children themselves to ensure that we are providing the most valuable support we can.





### Primary schools

Working with our local Education Business Partnership, we have forged links with a number of local primary schools. For example, we currently have several volunteers playing an active role in reading schemes at schools throughout the city, and are also working with St Bartholomew's C of E School, helping them to improve their attendance record.

We continue to support a lunchtime numeracy programme and workshop, and for a number of years have been involved in an annual Christmas Card competition. The competition provides links between the school children and our local homeless shelter, St Patrick's.

### Secondary Schools and colleges

We've been working with Blatchington Mill Secondary and Sixth Form College as well as City College Brighton and Hove for a number of years now. These are just a few of the ways we're getting involved:

- Annual work experience placements
- Providing senior management advice to Blatchington Mill Board of Governors
- Leadership and Motivation workshops
- Leadership and Communication skills days
- Support for Blatchington Mill Family Festival
- Mock Interview Skills Day
- World of Work presentations
- Prize giving for achievement
- Attendance at school performances
- Presentations from staff to support courses



"For many years Family Investments has had strong links with Blatchington Mill School. It's hard for a school to replicate the business world and the links we have with Family Investments provides a unique opportunity for students to experience this challenging environment. Leadership techniques, interview skills and communication activities open up the business world for the students and offer an enriched curriculum. The sessions are demanding and rewarding with a real emphasis on participation."

**Matt Greville – Head of Upper Sixth**

# Concerning our elders.



## Older people

We're proud of our involvement with Age Concern, one of the UK's leading organisations representing the elderly. Having worked for many years in partnership with Age Concern Brighton, Hove and Portslade, we've gained a valuable insight into the many issues that face our older people. Year on year we are dedicated to many activities which have included:

- Sponsoring conferences and AGM
- Funding an outing for volunteers
- Annual Christmas Open Day at our offices in Brighton

"Your open days are greatly appreciated throughout the City and support what we at Age Concern hold dear - fraternity and generosity of spirit. You have both our respect and our friendship."

Jim Baker, Director of Age Concern

# Fundraising and Sponsorship.

Fundraising is a key way that Family Investments encourages all its employees to support many different charities and organisations.

Any employee taking part in a charity event – such as Race for Life or The London Marathon – automatically receives a donation top-up.

We also work with the Share Foundation, supporting local children in care by donating to their Child Trust Fund accounts.

Other sponsor activities have included Albion in the Community, youth cricket and rugby teams, as well as sponsorship of the Brighton Festival and Brighton Dome performances, and hosting an extremely popular charity golf day.






“Family Investments has always been at the forefront of business involvement in supporting the community of Brighton and Hove. Meaningful CSR is an intrinsic part of the Family brand and its business approach, from supporting the development of the Business Community Partnership (which has enabled other businesses to get involved in similar work) to specific programmes which utilise the skills and resources within the business and benefit the community it serves.

In implementing such a practical and effective CSR programme, Family has both boosted its own business performance and contributed much to the social, economic and environmental life of the city. Other businesses could learn much from their success.”

**Thea Allison the Director of BCP  
(the Business Community Partnership)**

## Looking forward.



As our Community Programme continues to go from strength to strength, we’re keeping a lookout for new opportunities to adapt and grow the programme. By liaising with community partners and staff involved on the programme, we’re confident we can continue to satisfy the community at the same time as our own business needs.



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