

The Keystone Group

Keystone Lintels Ltd, IG Lintels, Keylite Roof Windows, Smart Roof, IG Masonry Support Systems, Keyfix and Showersave

Corporate Social Responsibility 2024

Introduction

The Keystone Group recognizes that conducting its business in a way that minimizes environmental impact, promotes positive interaction with the community and accords with sound ethical standards brings benefits to all concerned.

Brief History of the Keystone Group

Keystone Lintels Limited was founded in 1989 and is based in Cookstown, County Tyrone. Led by chief executive Sean Coyle, the short history of the Keystone group has been one of relentless expansion.

The Keystone Group now consists of Keystone Lintels, IG Lintels, Keylite Roof Windows Ltd, Smartroof Ltd and IG GRP Ltd. With manufacturing plants in Cookstown, South Derbyshire and Poland and a distribution site in Cwmbran, The Keystone Group is the UK and Ireland's largest Steel Lintel manufacturer and Europe's fastest growing Roof Window manufacturer. The Keystone Group employs 502 people. Keystone is a significant employer in the Mid-Ulster area. Also, indirectly Keystone has generated employment with many supply partners who have benefited from Keystone's growth and success. Success of the Keystone Group has been due to the people and building a strong team. We are closely involved with many different stakeholders and we endeavour to maintain a consistent approach that satisfies the legitimate interests of the people concerned. This applies whether we are working with them directly or if they are affected in any way by the results of our actions.

The Keystone Group operates a management system that complies with ISO 14001:2004 and ISO 9001:2008 and provides the mechanisms to measure and continually improve performance in these areas.

Health and Safety

We are committed to achieving and maintaining the highest standards of health, safety, welfare and to delivering a continually improving performance. We shall provide a safe and healthy working environment by

taking proactive measures to ensure the safe execution of all our work activities. It is our policy that all our operations are performed at all times by qualified and competent employees and contractors. The prevention of accidents involving personal injury and incidents of ill health or property damage is essential to the culture and operation of all our activities. Our health, safety and welfare policy and associated procedures and documentation will be disseminated to all employees and contractors and will be reviewed on a regular basis and revised as appropriate.

Environment

We recognize that protection of the environment is an integral part of our business and are committed to undertake works in an environmentally responsible manner. We will comply with legislation, customer and other requirements that apply to our activities, products and services. We are committed to preventing pollution and aims to minimize the environmental impact of its activities. This includes setting objectives and targets, implementing procedures to control activities and providing training to ensure that employees and contractors understand their environmental responsibilities. We recognize our business activities make us an integral part of a wider society and that we have an ethical responsibility to take account of the economic, social and environmental impacts of the way we operate. We are committed to carrying out our activities in a manner that meets the needs of the present without compromising the quality of life of future generations and apply this principle to the way we do business. We are aware of the importance of making sustainable products part of our core business strategy

and actively work with our customers, employees and the local community to extract the maximum economic, social and environmental value from our activities whilst at the same time minimizing any negative impacts our activities may have. Our goal is to reduce our carbon footprint in line with stakeholder expectations. Waste generated from our offices, depots and construction sites is streamed such that we are minimizing the amount going to landfill and encouraging reuse and recycling where possible.

People

The Keystone Group make our organization a better place to work by creating a family atmosphere and the 'Keystone family' is growing on a daily basis. We have a clear strategy which is centred on a more personal, employee focused approach. It is this family atmosphere that sets our company apart from other companies. The Keystone sports and social club organize monthly events for all employees and their families. Over 70% of employees have enrolled in the sports and social club. Keystone also offer a subsidized Keystone health and fitness programme and children of employees are treated to a variety of Keystone kid's club activities. This benefits employees as they are happier and feel like they are supported and valued by their employer. It also benefits the company as employees work better together as a team and have a common sense of purpose and commitment to the business. We prioritize our social responsibility by encouraging employees to nominate charities for annual donations, as well as sponsoring many of the employees' individual endeavours. The Keystone Group also invests a lot of time and money in our placement students. We currently have 7 placement students within the organization in the Marketing, technical, IG GRP, Keylite, Keylite blinds and accounts departments. Keystone Group work experience placements are exceptional as they provide students with real hands-on experience and training. The training offered by Keystone along with our strong lines of communication, family atmosphere and open door management policy have led to a committed, effective and motivated staff that are passionate about the success of the company. We are extremely committed to the development of our workforce and have found that our strategy of communication, excellent training and supporting our staff in all aspects of their well being and happiness has really helped our business to flourish. The Keystone group continues to grow sales year on year in a depressed construction market and this success can undoubtedly be attributed to the quality of employees at

all levels within the group. The Keystone Group has a strong team at all levels of the business. The company acknowledges that it's most important asset is its people. Our Investors in People accreditation acknowledges this. Every employee undergoes training at our NVQ approved premises. The keystone team is professional, trained and motivated and combines their extensive product knowledge with a "can do" attitude. Keystone value creative thinking, unique solutions and new ideas. Sean Coyle is involved in every aspect of the business. This hands on approach from the CEO creates a passion and enthusiasm in employees that is contagious and is evident in all teams within the group.

Customers

Our Vision is to build on our long term relationships and establish two way commitments by earning the trust of customers and stakeholders. We continue our investment in our resources in order to maintain our position as a market leader. We will continually work with our customers to understand their requirements and exceed their expectations. We will continue to develop and improve a strong innovative and economically sustainable business. We are committed to being consistent in all our business dealings and to having the highest levels of professional and ethical standards. We will be open, honest and transparent in all our actions and recognize that success will only be achieved through the integrated teamwork of all parties involved. We are committed to being proactive and will share our knowledge, experience and innovations with our customers and stakeholders in order to add value to the service at all times. We will operate a business management system that consistently provides products and services that meet customer and regulatory requirements. We monitor customer satisfaction and respond as necessary to maintain the highest standards of service.

Suppliers

Our supply chain has a major impact on the cost, quality, and delivery time of products. We therefore have created and maintain a strong relationship with our key suppliers. Our procurement is achieved in a clear and fair way, rewarding excellence through repeat business and ensuring payment on agreed terms. Our high standards for health and safety, environmental matters and community relations are communicated to the supply chain. We continue to operate an open policy with our customers and provide updates monthly when required on steel forecasts.

Community

The company's values of quality of service and product, integrity and value for all filter through the organization at all levels. The first lesson that the Keystone team learn is the ethos upon which the group continues to grow. Service at Keystone means "going through the wall" for your customers. These company values and the delivery of service we offer our customers set us apart from other businesses. We achieve this delivery of service through training of our staff and communication. We aim to engage fully with the groups, communities and individuals directly impacted by our project work and to add value to the work that we do in creating and caring for infrastructure assets by delivering additional community benefits.

Corporate Governance

It is important to retain a set of core values and standards for our business processes. How a business is run, its business ethics and the systems it uses to ensure good management are the foundation of effective delivery of corporate governance. Governance not only includes obedience to the law but demands responsible behaviour and transparency. The reputation of the company and the trust and confidence of those with whom it deals are among its most vital resources, and the protection of these is of fundamental importance. Our aim to do business with integrity aspiring to the highest standards and corrupt practices will not be tolerated.



Owen Coyle
Divisional CEO