



## **Corporate Responsibility at M J Mapp**

M J Mapp is a specialist firm of Chartered surveyors, with a bold vision and strategy to provide the best possible advice on the management of commercial property in the United Kingdom.

By specialising in property and facilities management all our resources, energy and commitment are focused on providing the best possible property management advice to our clients.

Our assets are our employees, our clients and our reputation. We invest substantially in our people, systems, procedures and our IT infrastructure and always remember that our clients expect and deserve to receive a first class service from us.

We are committed to donating time, people and money to charities and projects which make a difference. We have chosen the British Heart Foundation [www.bhf.org.uk](http://www.bhf.org.uk) and SPEAR [www.spearcourse.org](http://www.spearcourse.org) as our two adopted charitable projects.

We are aware of the impact that our operations and managed buildings have on the environment and we work closely with our clients, suppliers and occupiers to ensure that CO<sub>2</sub> emissions and waste are kept to a minimum.

We are aware of the evolving and expanding statutory framework in which we operate and rigorously comply with all our contractual and statutory obligations.



## **Social Responsibility at M J Mapp**

### Working with and helping Charitable Projects

We have chosen the British Heart Foundation [www.bhf.org.uk](http://www.bhf.org.uk) and SPEAR [www.spearcourse.org](http://www.spearcourse.org) as our two adopted charitable projects and will donate time, people and resource to help them achieve their goals.

In the case of SPEAR we provide up to six mentors to work with SPEAR students each year and donate £1,000 per mentor to cover the cost of the training programme. We also offer work placements to SPEAR students and ensure that the students are included in our team and are given clear and specific tasks. We try to educate them and empower them through involvement and exposure to our regular daily activities.

Various members of the team have contributed financially through sponsorship activities to the British Heart Foundation and M J Mapp has provided additional sponsorship to those individuals.

All of our people are encouraged to contribute at least one day a year to some form of community engagement and this is supported by allowing people this time away from the office in addition to their holiday allowance.

### **Customer Care at M J Mapp**

Our responsibility is to our clients; however, strong relationships with occupiers are essential. We recognise the need for effective and prompt communication and exceptional service provision.

We will always act with professional integrity and deal with all occupiers politely and in a timely manner.



## **Our People**

Our core values recognise that one of our core assets are our people.

We do all we can to provide an enjoyable and challenging career for the people who decide to join our team, through exceptional training, mentoring and support.

As an employer we ensure, so far as it is reasonably practicable, the health, safety and welfare at work of all employees whether they are working in our offices at home or on sites.

We encourage a healthy lifestyle, and as part of our commitment to staff welfare we provided subsidized corporate membership to a chain of gyms, healthcare, an abundance of free fruit and unlimited filtered water.

In return we expect our people to maintain high ethical standards, to show unparalleled integrity and to be completely honest in the delivery of their roles and responsibilities on behalf of the company, our clients and the wider community.

We also hold our people accountable to our core values. If any individual, over a period of time, is not aligned with these values they should leave to ensure that our approach and service delivery remains consistent throughout the business.



## **Equal Opportunities Policy Statement**

M J Mapp is an equal opportunity employer. We are committed to ensuring that our workplaces are free from discrimination on grounds of race, colour, ethnic or national origin, gender, marital or civil partner status, sexual orientation, age, religion or belief, disability, pregnancy or trade union membership or part-time or fixed-term working.

M J Mapp aims to ensure that our people achieve their full potential and all employment decisions are taken without reference to irrelevant or discriminatory criteria.

### **Who does this policy apply to?**

This policy statement applies to all M J Mapp employees and Directors, job applicants and to individuals such as agency staff and consultants who are not our employees, but who work closely with us.