

Clearwater Special Projects Ltd

Sustainability Report 2007 Communication on Progress

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1 Introduction to Clearwater

Clearwater Special Projects Ltd is at the forefront of setting new and improved standards of professionalism in the security industry. Its Head Office at Netley Hall near Shrewsbury in England is set in 160 acres of beautiful Shropshire countryside.

Clearwater started as a small specialist security company seven years ago with a small loan from the Prince's Trust. Kevin Horak, Managing Director, built the company on the back of private investigations for local government authorities and solicitors.

Over time contracts were secured for the provision of close protection services to protect people, property and places. In 2005, Clearwater became a limited company reflecting the substantial increase in turnover and Clearwater being **approved as a training centre by Buckinghamshire New University**. Clearwater provides training to Level 3 Certificate in Protective Security.

Clearwater is determined to provide services in an absolute professional manner. In an industry that unfortunately does contain some unregulated companies who cut corners and break laws, Clearwater will not compromise on standards. To this end Clearwater has evolved a close working relationship with the Security Industry Authority.

Clearwater is very proud to be the first Close Protection Company in the UK to be awarded the **SIA's Approved Contractor Scheme** status. This 'hallmark of quality' provides a reassurance to potential clients that Clearwater has been independently verified as having reliable policies and procedures.

The certifying body SSAIB assessed Clearwater's quality management system and has awarded the company the prestigious quality standard **ISO 9001:2000**. Clearwater is the first company in the UK to be approved for the 'Management of Close Protection Services for the security of Personnel, Events and Property including Threat and Risk Assessment meeting the requirements of BS 7960.' and providing 'Close Protection Training courses approved by the SIA'.

Clearwater is extending its services overseas and has been authorised as an **Approved Supplier for security services to United Nations Agencies** and **approved as a Supporter of the United Nations Global Compact** business programme. Clearwater has also been authorised as an **Approved Supplier to the US Federal Government and the UK Ministry of Defence**. Clearwater has developed environmental protection programmes for foreign governments to train national park officials in anti-poaching techniques to safeguard endangered species.

Clearwater supplies experienced, qualified, licensed Close Protection Operatives (CPO's) to important overseas clients and has rapidly gained a reputation for setting the 'best in class' in standards in the security industry.

2 Vision of sustainability

Clearwater Special Projects Ltd takes its corporate social responsibilities very seriously and is committed to sustainable development as defined by '*development which meets the needs of the present without compromising the ability of future generations to meet their own needs*'¹.

With the level of poverty in the world claiming the lives of 30,000 children around the globe every single day, all businesses have a responsibility to develop their business in a sustainable manner. We can all conserve resources and assist others in our pursuit to develop our business. Clearwater takes an active role in a sustainable community by being:-

- Well run - with effective and inclusive participation, representation and leadership.
- Environmentally sensitive - providing places for people to live that are considerate of the environment.
- Well designed and built - featuring a quality built and natural environment.
- Thriving – by using where possible local suppliers.
- Fair for everyone - including those in other communities, now and in the future

3 UN Global Impact Principles

The Global Compact's ten principles in the areas of human rights, labour, the environment and anti-corruption enjoy universal consensus and are derived from:

- [The Universal Declaration of Human Rights](#)
- [The International Labour Organization's Declaration on Fundamental Principles and Rights at Work](#)
- [The Rio Declaration on Environment and Development](#)
- [The United Nations Convention Against Corruption](#)

The Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labour standards, the environment, and anti-corruption:

[Human Rights](#)

[Principle 1](#): Businesses should support and respect the protection of internationally proclaimed human rights; and

[Principle 2](#): make sure that they are not complicit in human rights abuses.

¹ Bruntland Report 1987

Labour Standards

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies

Anti-Corruption

Principle 10: Businesses should work against all forms of corruption, including extortion and bribery.

4 Statement of continuing Support by the Managing Director

At Clearwater, we know that by integrating sound business principles of safety, financial, quality, environmental and social practices it is good for businesses, our staff, our subcontractors and the local community. We look to exceed customer and client expectations and if we do make mistakes we learn from them.

Safety is paramount and we take a precautionary principle to safeguarding the health and welfare of anyone who has contact with our business activities.

Our environmental policy aims to deliver a sustainable approach to business by pollution prevention, biodiversity and resource conservation. Clearwater actively seeks ways to measure and improve environmental performance through its Environmental Impact Assessment.

Clearwater is proud to be at the forefront of raising standards in the Close Protection industry:-

- Clearwater is the first close protection security company in the UK approved by the UK Security Industry Authority under its 'hallmark of quality' Approved Contractor Scheme
- Clearwater is certified to the international quality standard ISO 9001:2000
- Clearwater has an approved training centre under EDEXCEL standards
- Clearwater has Approved Supplier status with United Nations agencies
- Clearwater is an Approved Supplier for the US Federal Government

Benefits in 2007 - Clearwater continues to support the United Nations Global Compact and has been an active Participant of the UK Network. We have promoted the Global Compact through its logo on our website and in publications distributed to clients and interested parties. The benefits of the Global Compact have included discussing the principles with other businessmen and women in the United Kingdom, Europe and around the globe, whilst on Clearwater business. We have demonstrated in tendering for work that we expect and will operate to the highest standards in regards to human rights, employment standards, the environment and we continue to resolutely oppose all forms of corruption. It is clear that our respect for the Global Compact has enhanced our credibility and helped promote this important global standard.

Clearwater will continue to strive to meet the highest professional standards and find new ways to improve performance and increase client satisfaction.

Business excellence is a way of life and not an optional extra.

**Mr Kevin Horak,
Managing Director**

5 Global Compact indicators

PRINCIPLE 1 BUSINESS SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

Our Commitment

Clearwater supports the Universal Declaration of Human Rights and conducts its business in accordance with its Code of Conduct. The Code sets out clear company rules regarding respecting human rights, international and national laws, employment, social responsibility, quality and client service, environment, anti-corruption and communications. Clearwater is committed to integrating human rights considerations into our daily business.

Actions implemented 2007 and planned for 2008

- The quality management system setting out company staff procedures is maintained and certified to ISO 9001:2000 by SSAIB. The company Code of Conduct has been introduced which covers all overseas projects.
- The Clearwater Close Protection training course continues to include a section on human rights.

Measurable Results or Outcomes

- Zero tolerance of human rights abuses
- All complaints about abuses will be investigated by the Clearwater Managing Director and a senior member of staff not involved in the complaint.

PRINCIPLE 2 BUSINESS SHOULD ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES

Our Commitment

Clearwater does not tolerate human right abuses by its employees. Clearwater will take a zero tolerance approach to any abuses and will carefully screen employees prior to employment. Any human rights abuses by subcontractors and suppliers shall be reported immediately to the authorities.

Actions implemented 2007 and planned for 2008

- Zero tolerance of human rights abuses
- Clearwater's shall ensure that particularly for its overseas contracts human rights shall be carefully monitored. Any abuses are investigated and full co-operation given to investigations by the authorities.

Measurable Results or Outcomes

- 0 complaints of human rights abuses in 2007
- All overseas staff screened for employment history and suitability of work.
- All subcontractors and suppliers carefully screened and monitored for abuses.

PRINCIPLE 3 BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING

Our Commitment

Clearwater employees have a right of freedom of association, fair representation and fair pay.

Actions implemented 2007 and planned for 2008

- The quality management system setting out company staff development and welfare procedures is certified to ISO 9001:2000 by SSAIB.

Measurable Results or Outcomes

- 0 staff complaints in 2007 about freedom of association, fair representation and fair pay.

PRINCIPLE 4 BUSINESS SHOULD SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR

Our Commitment

Clearwater has fair policies for recruitment, training and staff development. Clearwater only employs individuals on a voluntary basis and each employee has a contract setting out their terms and conditions. Clearwater opposes all types of forced and compulsory labour.

Actions implemented 2007 and planned for 2008

- All employees have a detailed employment contract.

Measurable Results or Outcomes

- 0 cases of forced labour.

PRINCIPLE 5 BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR

Our Commitment

Clearwater only employs individuals over the age of 18 years unless part of voluntary training programmes and work experience schemes. Clearwater believes young people should be treated with respect and that good quality training is required to enhance skills, knowledge and experience.

Actions implemented 2007 and planned for 2008

- No child labour employed
- Head Office training given to young people on work experience programmes as a positive benefit to younger people experiencing the work environment.

Measurable Results or Outcomes

- 0 complaints in 2007 of forced child labour.

PRINCIPLE 6 BUSINESS SHOULD SUPPORT THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

Our Commitment

Clearwater's equal opportunities and diversity policies explicitly state that the company treats everyone fairly.

Actions implemented 2007 and planned for 2008

- Company wide equal opportunities policy reviewed.
- Equal opportunities section on training courses covering disability and ethnic minority rights.
- Active encouragement to women to join the Clearwater close protection team.

Measurable Results or Outcomes

- 0 staff complaints in 2007 about equal opportunities and diversity
- 100% staff attended equal opportunities courses.

PRINCIPLE 7 BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES

Our Commitment

Clearwater is committed to a clean, healthy environment and endeavours to minimise waste and pollution in its activities. Clearwater recognises that pollution prevention, biodiversity and resource conservation are key to a sustainable environment, and shall aim to integrate these concepts into business decision-making.

Clearwater reviews and where possible targets improvements to environmental performance.

Actions implemented 2007 and planned for 2008

- The Environmental Impact Assessment 2006 assessed the impact upon the environment and set targets for reduction of pollution and waste.
- In 2008, an energy review will be carried to assess ways to reduce energy usage.

Measurable Results or Outcomes

- The Managing Director of Clearwater reviewed the EIA 2006 and stated it was still relevant to current operations.
- Clearwater assesses purchases to understand the impact upon the environment of purchased products and subcontracted services.
- Waste reduced by 22% by volume in 2007.
- Water usage reduced by 10% in 2007.

PRINCIPLE 8 BUSINESS SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY

Our Commitment

Clearwater moved into a new head office based at a countryside estate, which provides a first class, built environment for staff.

Clearwater's Environmental Impact Assessment 2006 evaluates the effects of the head office business activities on the environment. The EIA sets out ways to increase environmental responsibility through more efficient use of lighting and equipment and considers actions for environmental improvement on pollution and waste reduction.

Actions implemented 2007 and planned for 2008

- Head office based at countryside estate with positive benefits to staff well being.
- EIA 2006 reviewed and reaffirmed.
- Administration environmental improvements set.

Measurable Results or Outcomes

- Head office location at countryside estate provides a first class environment for staff and clients.
- Company brochures produced on environmentally friendly paper increasing demand for sustainable paper products.

PRINCIPLE 9 BUSINESS SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

Our Commitment

Clearwater's procurement strategy undertakes an assessment before purchase of more environmentally friendly technologies.

Actions implemented 2007 and planned for 2008

- TCO 99 standard computers operating to minimise emissions.

Low energy light bulbs investigated.

Measurable Results or Outcomes

- Double sided photocopying reduced paper purchase by 19%.
- Purchase of ink cartridges reduced by 30% by using more efficient printers.

PRINCIPLE 10 BUSINESS SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY

Our Commitment

Clearwater's Code of Conduct forbids the acceptance or offer of bribes or inducements regarding work. Clearwater recognises bribery and extortion as an abuse of power and will not tolerate such practices at any level within the company.

Actions implemented 2007 and planned for 2008

- Clearwater Code of Conduct reviewed in 2007 and reaffirmed.

Measurable Results or Outcomes

- Following a review in 2007 the Clearwater Code of Conduct was found to be working satisfactorily.
- 0 complaints of corruption made against Clearwater in 2007

How do you intend to make this COP available to your stakeholders?

1. By a link to the UN Global Compact website.
2. By discussing with stakeholders at events and meetings.
3. By discussing related issues at staff meetings.