

Corporate Social Responsibility Policy

Our principles:

- We recognise that we must integrate our business values and operations to meet the expectations of our stakeholders. They include customers, employees, regulators, suppliers, the community and the environment.
- We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.
- We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We shall be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.
- The Managing Director is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities.
- The responsibility for our performance to this policy rests with all employees throughout the company.

Our focus:

- We shall strive to improve our environmental performance through implementation of our Sustainable Development, Environmental Policies and ISO 14001.
- We shall ensure a high level of business performance while minimising and effectively managing risk.
- Through effective partnerships, we shall continue our initiatives on energy efficiency, safe systems of work, training and environmental improvement within the community.
- We shall encourage dialogue with local communities for mutual benefit.
- We will register and resolve customer complaints in accordance with our Quality Management System.
- We shall support and encourage our employees to help local community organisations and activities in our region.
- We shall operate an equal opportunities policy for all present and potential future employees.
- We will offer our employees clear and fair terms of employment and provide resources to enable their continual development.
- We shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement.
- We shall provide safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment.
- We shall provide and strive to maintain, a clean, healthy and safe working environment.
- We shall uphold the values of honesty, partnership and fairness in our relationships with stakeholders.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship.
- We will operate in a way that safeguards against unfair business practices.
- We shall encourage suppliers and contractors to adopt responsible business policies and practices for mutual benefit.