



We recognise that we must integrate our business values and operations to meet the expectations of our stakeholders. They include customers, employees, regulators, investors, 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 partnership focus:

- We shall ensure a high level of business performance while minimising and effectively managing risk
- We will register and resolve customer complaints in accordance via our internal procedures
- We shall operate an equal opportunities policy for all employees
- We will offer our workers clear and fair terms of service and provide resources to enable their continual development
- We shall maintain a clear and fair remuneration policy and shall maintain forums for worker consultation and business involvement
- We shall provide safeguards to ensure that all workers 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, including compliance with the UN Global Compact (forbidding resources from oppressive regimes, use of child labour etc).

Tim Clifford – Managing Director

6th April 2021