

Corporate Social Responsibility Policy

Our principles:

We recognise that we must, where possible, 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 Business 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 Joint Managing Directors are responsible for the implementation of this Policy and will make the necessary resources available to realise the corporate responsibilities.

Our partnership focus:

- We shall strive to improve our environmental performance through our Environmental Policy
- We shall ensure a high level of business performance while minimising and effectively managing risk
- We shall, where possible and only where it is beneficial to both our clients and the community, encourage dialogue with local communities for mutual benefit
- We will register and resolve customer complaints in accordance with our published standards of service
- 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, when applicable, offer our employees clear and fair terms of employment and provide resources to enable their continual development
- We shall, when applicable, maintain a clear and fair Employee Remuneration Policy and shall maintain forums for business involvement
- We shall, when applicable, 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.

Mark Smith
Joint Managing Director

Martin Smith
Joint Managing Director

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