

## Corporate Social Responsibility Policy

### Policy Statement

It is our policy to conduct all of our business in an honest and ethical manner which achieves sustainable growth whilst demonstrating a high degree of social responsibility.

The purpose of this policy is to:

- set out our responsibilities, and of those working for us, in observing and upholding our position on Corporate Social Responsibility; and
- provide information and guidance to those working for us on how to recognise and deal with Corporate Social Responsibility issues.

In this policy, third party means any individual or organisation you come into contact with during the course of your work for us, and includes actual and potential clients, customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies, including their advisors, representatives and officials, politicians and political parties.

### Who Must Comply With This Policy?

This policy applies to all persons working for us (or any Group Company) or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners, sponsors, or any other person associated with us, wherever located (collectively referred to as **workers** in this policy).

### What Are The Corporate Social Responsibility 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.

Our responsibility encompasses interaction with:

- Our marketplace
- Our environment
- Our community
- Our people.

### Commitments

We manage our business with pride, honesty and integrity. We shall uphold the values of honesty, partnership and fairness in our relationships with stakeholders.

We are committed to full legal compliance in all that we do.

We aim to provide a safe, fulfilling and rewarding career for all our employees.

We actively assess, review and manage the environmental impacts of all our operations.

We recognise that our social, economic and environmental responsibilities to the stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.

We shall 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 strive to improve our environmental performance through implementation of our Sustainable Development and Environmental policies

We will operate in a way that safeguards against unfair business practices.

We will register and resolve customer complaints in accordance with our published standards of service.

We shall encourage suppliers and sub-contractors to adopt responsible business policies and practices for the benefit of all.

We will continue to further develop our standing as a responsible business in the community.

## How To Raise A Concern

You are encouraged to raise concerns about any issue relating to corporate social responsibility at the earliest possible stage to the HR Manager.

If you are unsure about whether a particular issue breaches the Corporate Social Responsibility Policy, raise it with your manager or the HR Manager.

## Protection

We are committed to ensuring no one suffers any detrimental treatment as a result of complying with this policy, or because of reporting in good faith their suspicion that failure to comply with this policy has occurred or will occur in the future. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should inform the HR manager immediately. If the matter is not remedied, and you are an employee, you should raise it formally using our Grievance Procedure.

## Training And Communication

Training on this policy forms part of the induction process for all new workers. All existing workers will receive regular, relevant training on how to implement and adhere to this policy.

## Who Is Responsible For The Policy

The board of directors has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.

Management at all levels are responsible for ensuring those reporting to them are made aware of and understand this policy and are given adequate and regular training on it.

## Monitoring And Review

The HR manager will monitor the effectiveness and review the implementation of this policy, regularly considering its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible.

All workers expected to comply with this policy, and submit their questions or concerns to their manager or the HR Manager.

Workers are invited to comment on this policy and suggest ways in which it might be improved. Comments, suggestions and queries should be addressed to the HR manager.