

# CORPORATE SOCIAL RESPONSIBILITY POLICY

DATE: NOVEMBER 2019

REVISION: 5



## Our Principles

At the Feltham Group we recognise that we must integrate our business values and operations to meet the expectations of our stakeholders, in relation to customers, employees, regulators, investors, suppliers, the community and the environment.

We will:

- Recognise that our social, economic and environmental responsibilities to our stakeholders are integral to our business
- Aim to demonstrate our commitment to our responsibilities through our actions and within our corporate policies
- Take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue with stakeholders to ensure that we fulfil the requirements of this policy
- 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:

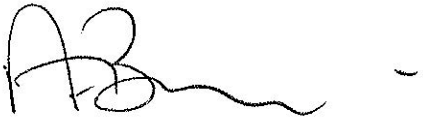
- We shall strive to improve our environmental performance through implementation of our Environmental policies and ISO14001 Environmental Management System
- We shall ensure a high level of business performance while minimising and effectively managing risk
- Through effective partnerships, we shall continue our initiatives on sustainable and considerate construction, education 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 published standards of service and our ISO9001 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

## **Standards**

We will maintain our approvals to the international Quality and Environmental standards ISO 9001 and ISO14001 and carry out audits to assess the extent to which environmental and social issues are integrated into our organisation's strategy, practices and performance.

We will align our CSR policies and practices with the International Standard ISO 26000, Guidance on social responsibility. It is the intent that ISO 26000 will provide harmonized, globally relevant guidance and so encourage the implementation of best practice in social responsibility.



Signed:

**Managing Director**

Date: November 2019