



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 strive to improve our environmental performance through implementation of our sustainable development and environmental policies.

We shall ensure a high level of business performance while minimising and effectively managing risk.

We shall encourage dialogue with local communities for mutual benefit.

We will register and resolve customer complaints in accordance with our quality management procedure.

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 basis of our relationship

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