



## **CORPORATE SOCIAL RESPONSIBILITY STATEMENT**

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.

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

The responsibility for our performance relating to this policy rests with all employees throughout the company.

We shall strive to improve our environmental performance through implementation of our Environmental Management Policy.

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

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

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 safeguard against unfair business practices.

We shall encourage suppliers and contractors to adopt responsible business policies and practices for mutual benefit.