

## Corporate Social Responsibility Policy

We recognise that we must integrate our business values and operations to meet the expectations of our stakeholders. They include customers, employees, 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 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 on this policy rests with all employees throughout the company.

### Purpose & Aims

The purpose of this policy is to make clear to all Stakeholders what we mean by CSR and how we propose to work towards achieving it. The CSR Policy governs our approach to all activities. In implementing this policy we aim to be responsible and demonstrate a commitment to CSR.

### Corporate Governance

- We will share and declare information on personal and corporate conflicts of interest and seek guidance from higher authorities before acting;
- We are committed to ensuring that our business is conducted in all aspects according to rigorous ethical, professional and legal standards;
- We will comply with all relevant legislation and Guidance;
- All groups and individuals with whom we have a business relationship will be treated in a fair, open and respectful manner;
- Competition will be reasonable and based upon the quality, value and integrity of the products and services being supplied;
- We will not allow bribery and corruption of any kind and continually review our Anti-Bribery and Corruption Policy;
- Feedback on performance will be actively sought, and we will continually review all activities to ensure best practice is observed at all times;
- We will allow customers and vendors to provide feedback on our performance and ensure that all customer comments are analysed, responded to and where appropriate, acted upon;
- An Action Plan will be developed to ensure continuous improvement is achieved.

### Environment

- To continue to work in line and maintain our ISO 14001 Accreditation and commit to continual improvement;
- We will continue to work with our Suppliers and Customers to reduce their impact on the environment;
- We will ensure we limit the amount of waste generated by our Operations as far as is reasonably practicable by realising value in the waste, separating and recycling where there is no value;
- We will ensure that energy usage is minimised as far as possible and reduce as far as practicable the use of fuels and chemicals emitting greenhouse gases
- We will reduce and manage any environmental pollutant created by virtue of our activities;
- By virtue of our activities of removing environmental legacies from land that we may or may not have purchased we will ensure the bio-diversity and ecology of the landscape by suitable and sufficient planning and assessment.

### Human Rights

- We aim to support and respect the protection of internationally proclaimed human rights;
- Vendors are actively encouraged to observe and abide by international human rights within their work;
- We will ensure fair and reasonable disciplinary procedures are followed at all times;
- Staff will be remunerated at or above the minimum wage set at a particular point in a particular location;
- Working Hours will be in line with European Directives and working outside of these times will be by mutual agreement between Eless and its employee's;
- Eless will never be complicit in Human Rights abuses.

### Equality and Diversity

- We aim to eliminate discrimination on any grounds and promote equality in the workplace and equality of opportunity in the supply chain;
- We will ensure that our staff, Customers and Suppliers all work together in confidence and be treated with respect by each party;
- We will ensure that we always work in line with our Equality and Diversity Policy

### Sustainability

- A Sustainable Procurement Policy will be maintained that will set out the principles, policies and procedures on which sustainable business activity within the company will be based;
- We seek to minimise the adverse environmental effects of people travelling to and from our offices;
- We will ensure sustainable collaboration with others is always maintained.

### Ethics and Ethical Standards

- We will ensure clear visibility through our supply chains, so we know where all our products are sourced;
- Training will be provided to relevant personnel on environmental and social issues of our activities;
- We will ensure that Eless and our supply chain uphold the workplace standards and behaviours consistent with our Customers' expectations;
- We will ensure the prevention of Child Labour in the workplace and through our supply chain;
- We will prevent the use of forced, bonded or involuntary prison labour in the workplace and through our supply chain;
- We will ensure the Freedom of Association and Collective Bargaining.

### Community

- We will take steps to understand how we can most effectively support the needs of the local community and implement initiatives accordingly;
- Our impact on the local and wider community will be understood and addressed as far as reasonably practicable through Community Engagement;
- Dialogue with the local community shall be encouraged for mutual benefit.

### Compliance

- We will ensure a Safe and Healthy Working Environment by maintaining our OHSAS 18001 accreditation and fostering an approach of continuous improvement;
- We will ensure the quality of our works by a robust QA system and maintenance of our ISO 9001 accreditation;
- We will ensure our employee's skills are developed by continual training and development of individuals.

### Suppliers

- Suppliers will be worked with to help us achieve our policy aspirations in the delivery of our services;
- We shall encourage Suppliers to adopt responsible business policies and practices for mutual benefit;
- Suppliers are regarded as partners and we will work with them to help us achieve our policy aspiration in the delivery of our services;
- We are committed to ensuring that the welfare of workers and labour conditions within our supply chain meet or exceed recognised standards;
- Where appropriate, our tender specifications include questions to reflect our desire for sustainable procurement;
- We hold regular meetings with suppliers to support these ideas.

**Darren Nutley**  
**Managing Director**