

Corporate Social Responsibility

Corporate Social Responsibility (CSR) to Peter Duffy Limited means behaving ethically whilst we conduct our business in a safe and sustainable manner, developing and contributing to the economy and improving the lives of our workforce their families the community at large and the planet.

We acknowledge that our business activities impact on the communities in which we operate and potentially on future generations. We therefore embrace CSR as a way to improve the impacts we have and expect our suppliers to do the same. Our commitment to CSR clearly aligns with our mission, vision and values outlined below.

We are committed in our Vision, Values and Objectives which underpin our commitment to corporate responsibility.

 **Our Vision** ———
"Inspired People ensuring a Sustainable Future".

 **Our Values** ———

- *Respect*
- *Integrity*
- *Responsibility*
- *Excellence*

 **Objectives** ———

1. Flourishing People
2. Enhanced Brands
3. Customer Service
4. Health, Safety, Wellbeing
5. Sustainable Business

Document reference: PDL04
Process owner: Managing Director

Business Ethics

We will conduct our business legally, honourably and ethically.

At all times we will:

- Trade and compete fairly never obtaining or maintaining business through illegal conduct
- Not tolerate any employee of the company offering, soliciting or receiving any form of bribe or inducement
- Report financial information in a complete, accurate, honest and timely manner
- Treat our customers, suppliers and stakeholders as we would want to be treated ourselves

Health & Safety

We are committed to providing a working environment which is safe for both our employees and the community in which we work.

We will:

- Guarantee that health, safety and wellbeing is the prime consideration in any activity undertaken by PDL
- Ensure our employees are represented and contribute at health and safety meetings
- Promote and maintain policies on health, safety and wellbeing which will ensure best practice and a philosophy of continuous improvement. The company's safety management procedures are accredited ISO45001:2018
- Ensure that all employees are competent and adequately trained.
- Measure, review and monitor our performance. We have been RoSPA Gold Award recipients in 2010, 2011, 2012, 2013 and Gold Medal recipients since 2014.

Environment

Our business activities impact on the environment. Our goal is to seek ways of minimising adverse impacts and look for opportunities to improve our environment through our work activities.

To enable us to achieve our goal we will:

- Maintain an environmental management system accredited to ISO 14001:2015
- Continue to reduce waste through recycling
- Continue to reduce our carbon footprint

Suppliers

We aim to get the highest quality of product, service and value from our supply chain while encouraging our suppliers to abide by the principles of our policy on corporate ethics.

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To ensure that this is the case we will:

- Maintain a list of approved suppliers and subcontractors
- Assess critical suppliers and subcontractors, monitor their performance and provide constructive feedback to encourage optimum performance
- Ensure prompt payment in line with contractual arrangements

Customers

We aim to be the first choice for every client, providing excellent service, value for money and continued support in order to help our customers attain their aspirations.

In order to build relationships of trust and confidence we will:

- Maintain quality assurance accreditation to ISO 9001:2015
- Communicate with customers and listen to their views
- Aim to anticipate the future needs of our customers, promoting best practice, innovation and value for money
- Work with our customers to create added value and 'win-win' arrangements



Peter Duffy
Managing Director