

Arden Group Corporate Social Responsibility (CSR) and Sustainable Development (SD) Policy Statement

We recognise our responsibility in relation to operating within acceptable social, environmental and economic boundaries and ultimately adopting a business model which supports CSR and SD principles and practices.

This policy has been endorsed by senior management who fully support its implementation. Senior management, in co-ordination with the CSR Representative is responsible for ensuring that it is communicated, understood, implemented and maintained at all levels within the organisation.

We recognise CSR and SD as incorporating the triple bottom line principles of: 'people', 'planet' and 'profit' and endeavour to achieve a sustainable growth. The principles and practices within this policy have been developed in recognition of the standards: BS 8900-1:2013 'Managing sustainable development or organisations'; and ISO 26000:2010 'Guidance on social responsibility'.

We are committed to ensuring that we provide all employees with the necessary resources, information, instruction and training to fulfil the requirements of this policy, commensurate with their role.

The following sets out the core principles and direction of our activities:

Stewardship

- Demonstrate our commitment to CSR and SD by implementing relevant strategies and the development of appropriate objectives and/or targets.
- Establish accountable leadership practices and commitment to shared ethical and other values.
- Abide by international conventions such as the Universal Declaration of Human Rights and, where possible, encourage their advancement.
- Trade fairly and maintain anti-corruption practices.
- Ensure compliance with applicable legal and other requirements. Where appropriate, we will go beyond basic compliance and where no legal standard exists we will seek to follow best practice.
- Periodically review our arrangements to ensure they remain current.
- Engage and motivate employees and others to participate in our social responsibility activities.

Employment

- Provide conditions of work that are lawful, such as fair wages, reasonable working hours and holiday entitlement.
- Encourage a work-life balance for employees and recognise family responsibilities.
- Ensure the equal treatment of all workers throughout their employment.
- Provide access to skills development and opportunities for career advancement.
- Support employees in working towards professional qualifications relevant to their roles.

Health and safety

- Provide a working environment that is safe and without risks to health, so far as is reasonably practicable.
- Ensure effective communication and consultation on health and safety matters.
- Keep records of accidents and incidents and carry out a thorough investigation when applicable.
- Report relevant injuries, diseases or dangerous occurrences to the appropriate enforcing authority.

Environment

- Use energy, water, materials and other natural resources as efficiently as possible, using environmentally sound technologies whenever possible.
- Incorporate environmental considerations within our purchasing policy.
- Follow the waste hierarchy when managing waste and ensure any hazardous wastes are managed appropriately.
- Work towards quantifying and reducing our carbon footprint.
- Seek opportunities to establish links with local businesses, neighbours or suppliers to facilitate improvements in the local environment.

Consumer issues

- Provide customers with adequate and appropriate information about our products to enable an informed customer choice.
- Provide a transparent and flexible approach to scoping contracts with our customers.
- Set and review clear milestones and deadlines throughout implementation.
- Maintain the quality of our services and continue to offer fair pricing.
- Handle personal data from our customers appropriately and securely.
- Use marketing and promotional materials that avoid negative connotations on issues of gender, religion, race, disability or interpersonal relationships.
- Encourage feedback from our customers regarding their experience of working with us.
- Make available effective forms of redress for customer complaints.

Community involvement

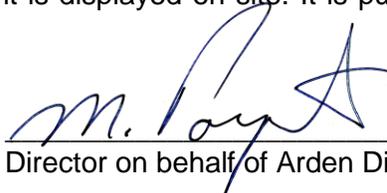
- Offer in-kind support for local business groups and SMEs via organised events and training provision at a local level.
- Act upon opportunities for mentoring where mutually convenient.
- Offer employment opportunities to local individuals where feasible.
- Foster good relationships with others in the business community and other interested stakeholders.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

We appreciate that CSR/ SD 'today' can change 'tomorrow' and thus this policy will be reviewed at least annually by senior management and where deemed necessary will be amended and re-issued. Previous versions will be archived and are available upon request.

This policy statement is displayed on site. It is publicly available upon reasonable request by any interested party.

Signed:



Director on behalf of Arden Dies

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