



ESP UTILITIES GROUP LTD

CORPORATE & SOCIAL RESPONSIBILITY

Document Details Corporate Social Responsibility			
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Author	Operations Director		
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Version history				
Version	Date	Author	Reason for new version	Sections affected
3.0	April 2015	Operations Director	Annual Review	All
3.1	January 2017	Business Operations Director	Annual Review – reformatting Addition of Last Reviewed Date	All
3.11	February 2019	Business Operations Director	Reviewed	All

1. Overview

We recognise that running our business has an effect on society. In particular we have a responsibility to our customers, employees and contractors as well as the broader community in which we operate.

We are committed to taking responsibility for our actions and encourage a positive contribution towards improving standards for our customers and employees, minimising our impact on the environment and improving the quality of the local community.

By putting our CSR strategy into practise we are committed, wherever possible, to:

- Conducting ourselves responsibly and in an ethical manner
- Creating a positive and supportive working environment
- Supporting local communities
- Improving service levels to customers
- Acting fairly in our dealings with suppliers and other third parties
- Minimising our impact on the environment
- Encouraging high standards of professionalism throughout the business and promoting ethical behaviours

2. Objective

ESP Utilities Group Limited “**ESPUG**” is fully committed to the highest standards of openness, honesty and accountability. We actively encourage all staff members who have serious concerns about any real or perceived departure from the high ethical standards that we set to voice these concerns openly. Our Whistleblowing Policy is contained within our Employee Handbook.

As part of our ongoing commitment this policy is reviewed biennial to verify its effective operation. Records of the review are maintained and any necessary amendments are made to the policy as appropriate.

3. Scope

We value the relationships we have with all of the people we transact with and this Policy applies to our interactions with all of our stakeholders, including those with staff, Service Providers and Customers.

4. Communications

We communicate this policy to our staff, clients and other stakeholders by means of our website, publicity materials and our intranet.

We seek to raise awareness of any negative impacts of our business and methods so that we can take steps to minimise them.

5. Responsibilities

We believe that it is imperative that all employees and service providers understand and adhere to our values so that we can incorporate them into our daily business activities such that they become “the way

things are done". These values take account of our commitment to consider ethical, social, environmental, legal and financial considerations in our business decision making processes. To this end the company has identified Vicki Spiers as the nominated officer with responsibility for our CSR strategy and for implementing this policy.

All members of staff have a role to play in helping to achieve our CSR objectives and are encouraged to make further suggestions in relation to initiatives we could undertake.

6. Key Principles

EMPLOYEES

We recognise that our staff remains the most important resource and we actively seek to provide a positive and healthy working environment and to ensure that our staff have rewarding careers and job satisfaction. We promote respect between our staff members in their dealings with each other, clients and third parties. We aim to provide an open, challenging, productive and participative environment based upon constructive relationships by:

- maintaining good communications with employees through the provision of regular and timely ESPUG information and consultation;
- providing clearly communicated goals and performance standards, and the training, information and authority needed to do a "good job";
- providing fair recognition and reward based on performance;
- developing individuals' talents, skills and abilities and providing encouragement to learn and progress and to participate fully in the quest for continuous improvement.

We recruit, employ and promote employees on the sole basis of the qualifications and abilities needed for the work to be performed. We do not tolerate discrimination on any grounds and provide equal opportunity based on merit and aim to build a working environment where there is mutual trust and respect and where everyone feels responsible for the performance and reputation of ESPUG. Details of our Equal Opportunities Policy can be found in our Employee Handbook.

We are committed to providing healthy and safe working conditions for all employees by ensuring that health and safety and the working environment are managed as an integral part of the business, with employee involvement a key part of that process.

We do not use any form of forced, compulsory or child labour. We support the Universal Declaration of Human Rights of the United Nations and respect the human rights, dignity and privacy of the individual and the right of employees to freedom of association, freedom of expression and the right to be heard.

SERVICE PROVIDERS

Our business is reliant on the vital role played by Service Providers for the provision of our distribution infrastructure assets. We also rely on other Service Providers, such as suppliers, advisers and consultants.

They must all comply with applicable laws, industry codes and this Policy. We select Service Providers based on their company status, profile, qualifications, reliability and adherence to applicable laws and our values and we complete appropriate reviews from time to time. We never authorise or knowingly allow a Service Provider to act improperly on our behalf. We also commit to making payments to service providers for goods and services provided in a timely manner and in accordance with our contractual obligations.

We engage with our suppliers on their own commitment to environmental and social responsibility, seeking wherever appropriate to influence them to adopt our approach.

CUSTOMERS

We aim to build excellent long-term relationships with our Customers by providing our services in accordance with our regulatory obligations, developing and maintaining excellent relationships with them, dealing with them directly and responsively, and providing the highest levels of customer service.

Environment

We are committed to behaving responsibly and to minimising our impact on the environment by:

- Minimising waste and adopting appropriate recycling policies in respect of our paper and food consumption
- Providing safe and comfortable working conditions
- Encouraging staff to walk or cycle to work
- Ensuring that electronic equipment and lights are off when not in use
- Ensuring that heating is turned off or down outside office hours.
- Only engaging with organisations that share our values.

MARKETPLACE

We aim to operate as a “good corporate citizen” by:

- taking a zero tolerance stance on bribery and corruption;
- ensuring that all advertising and marketing materials are truthful and not misleading.

SUSTAINABLE DEVELOPMENT

We are committed to making continuous improvements to the management of our environmental, social and economic impacts, and to developing a sustainable business.

7. Advice and Assistance

Advice on the implementation of this policy can be obtained from any member of the Executive Team.

8. Reporting & Policy Compliance

Any staff member who has a concern regarding matters relating to this Policy should report it immediately to their Line Manager, or member of the Executive Team.