

Corporate Social Responsibility Policy Statement

At D R Caswell Limited we recognise the wider social and commercial benefits that can come from integrating our family values within all our business operations to meet the expectations, of and be mindful of, all of our interested parties - whether it be customers, employees, suppliers, regulators, neighbours, or the wider community.

- We recognise that our social, economic, environmental, and health and safety responsibilities to these interested parties are integral to our business and we aim to demonstrate these responsibilities through our actions and within our policies and procedures.
- We take all feedback that we receive from our interested parties seriously and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- Peter Caswell, Managing Director, is responsible for the implementation of this policy and shall make the necessary resources available to realise our responsibilities. The responsibility for our performance on this policy rests on employees at all levels throughout the organisation.
- We shall ensure a high level of business performance while minimising and effectively managing risk ensuring that we uphold the values of honesty, collaboration, and fairness in our relationships with all of our interested parties.
- We shall clearly set out the agreed terms, conditions, and the basis of our relationship with our customers and suppliers and shall operate in a way that safeguards against unfair business practices.
- We shall actively encourage suppliers and contractors to adopt responsible business policies and practices.
- We shall register and resolve customer complaints in accordance with our Business Management Systems.
- We shall ensure regular communications with our employees and encourage them to discuss operational issues with their departmental manager and encourage suggestions on ways to improve performance and efficiency.
- We shall support and encourage our local community.
- We operate an equal opportunities policy for all present and potential future employees, and offer our employees clear and fair terms of employment, providing resources to enable their continual development.
- We shall provide safeguards to ensure that all employees, regardless of age, sex, sexual orientation, nationality, colour, race, religious belief, or lack thereof are treated with respect and without sexual, physical, verbal, or mental harassment.
- We shall provide, and strive to maintain a clean, healthy, and safe working culture and environment in line with our Health and Safety Policy and safe systems of work.

This Policy shall be maintained as documented information, shall be communicated within the organisation, shall be available to interested parties as appropriate, and regularly reviewed.

P. Caswell

Peter Caswell
Managing Director

8 January 2024