

Corporate Social Responsibility Policy

Newgrove endeavours to integrate our business values and operations to meet the expectations of our stakeholders - our customers, employees, investors, suppliers, the community and the environment.

Newgrove commits to:

- recognise that our social, economic and environmental responsibilities to our stakeholders are integral to our business
- demonstrate these responsibilities through our actions and within our corporate policies
- 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
- be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development
- ensure the staff responsible for the implementation of this policy 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
- ensure a high level of business performance while minimising and effectively managing risk ensuring that we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders
- ensure our contracts clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices
- ensure that all suppliers and contractors are encouraged to adopt responsible business policies and practices
- encourage dialogue with local communities for mutual benefit
- register and resolve customer complaints in accordance with our standards of service
- operate an equal opportunities policy for all present and potential future employees and will offer our employees clear and fair terms of employment and provide resources to enable their continual development
- maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement
- provide safeguards to ensure that all employees of whatever nationality, colour, race or religious belief are treated with respect and without sexual, physical or mental harassment
- provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy and safe systems of work
- develop Environmental policies and objectives as part of the business planning cycle.

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