

Corporate Social Responsibility Policy

Feedwater Ltd recognises that we must integrate our business values and operations with the expectations of our stakeholders and operate in a socially acceptable way. Stakeholders include customers, employees, investors, suppliers, the community, and regulators. We also accept our duty to protect the environment and recognise that our business must operate profitably in order to allow these duties to be fulfilled sustainably.

- We recognise that our social, economic and environmental responsibility to these stakeholders and society in general is integral to our business. We aim to demonstrate our commitment to meeting this responsibility through our actions and within our corporate policies.
- We welcome stakeholder feedback and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We are open and honest in communicating relevant information regarding our strategies, targets, performance and governance to our stakeholders and committed to the principle of sustainable development.
- The Managing Director is responsible for the implementation of this policy and will make the necessary resources available to enable it to be realised. The day to day responsibility for our performance against this policy rests with all employees throughout the company.

Our commitments

- We shall 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.
- Our contracts shall clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguard against unfair business practices.
- We will use, and develop partnerships with, suppliers of goods and services which maintain appropriate standards in their business and encourage them to apply Corporate Social Responsibility to their own operations.
- We will encourage dialogue with local communities for mutual benefit.
- We shall record and resolve customer complaints in accordance with our standards of service.
- We will support the work of regional, national and international charities and organisations chosen by our employees

- We shall work with local schools, colleges and universities to assist young people in choosing their future careers, being an advocate for our industry.
- We shall operate an equal opportunities policy for all present and potential future employees and offer our employees clear and fair terms of employment and provide resources to enable their continual development.
- We will maintain forums for employee consultation and business involvement.
- We shall provide safeguards to ensure that all employees of whatever nationality, colour, race, religious belief or sexual orientation are treated equally and with respect. We shall not tolerate sexual, physical or mental harassment of any staff member and will apply the accepted principles of equal opportunity in recruitment and development of employees
- We recognise that our employees are our most important asset, and through our internal appraisal procedures shall identify individual training needs, agree personal objectives and development plans in line with departmental and business objectives.
- We shall encourage open communication between all employees, through a variety of media including regular team meetings, written briefings and staff notices
- Ensuring the health, safety and welfare of our employees and others affected by our operations is of prime concern to us. Our operations are managed in such a way as to minimise risk and our staff are provided with all necessary equipment and training. We shall undertake regular internal audits, retain the services of an external consultant and encourage a culture of assessment and avoidance of risk. Health and safety matters shall be reported at all team, management and board meetings and timely action shall be taken whenever necessary.
- We shall protect the environment and develop Environmental policies and objectives as part of our business planning process.
- Our ability to provide solutions to our customers' needs is core to our business. We shall provide full support in the form of information, service and technical advice to ensure that our customers are provided with appropriate products and are able to use them in a safe and environmentally responsible manner.



Tim Parkinson, Managing Director

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