



DMG DELTA

**CORPORATE SOCIAL
RESPONSIBILITY POLICY**

20 APRIL 2010

CORPORATE SOCIAL RESPONSIBILITY POLICY

DMG Delta recognise that we must integrate our business values and operations to meet the expectations of our stakeholders. These include customers, employees, suppliers, and the wider scope of the community and the environment.

We recognise that our social, economic and environmental responsibilities are an integral part of our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies

DMG Delta is committed to investing in a sustainable future for our employees, our community, our suppliers and our environment. We undertake to conduct every aspect of our business with integrity and openness, respecting human rights and the interests of all stakeholders.

OUR EMPLOYEES

We undertake to:

- Offer all employees clear and fair terms of employment, creating a workforce where there is mutual trust and respect, where every person feels responsible for the performance and reputation of the company
- Remain fully aware of, and committed to complying with, all relevant employment and health and safety legislation.
- Ensure that the Company does not discriminate against its employees, in accordance with the Equal Opportunities Policy. DMG Delta opposes all forms of discrimination and will actively ensure that it does not unlawfully discriminate against its employees on any grounds.
- Provide training and development opportunities for all staff. Training needs shall be identified through regular appraisals. All employees will be given an equal opportunity and access to training to enable them to progress within the company.
- Maintain a policy of open communication within the Company at all levels, ensuring that employees are made aware of all issues affecting them and the Company as a whole.
- Ensure that we maintain a safe working environment for all staff in accordance with our Health and Safety policy, conducting risk assessments wherever necessary to ensure safety and good working practices
- Encourage staff development and career progression at all levels,

OUR CUSTOMERS

We undertake to

- Provide a good quality of service to our customers, meeting all contractual and moral obligations
- Set service quality standards and work towards exceeding these where possible at all times
- Record and resolve all customer complaints in a timely and fair manner, in accordance with our established complaints procedure.
- Consider the health and safety of our customers and others who may be affected by our work and take all necessary action to eliminate unnecessary risks

OUR SUPPLIERS

We undertake to

- Build strong relationships with suppliers and subcontractors, based on mutual trust, understanding and respect.
- Engage with our suppliers and sub contractors to adopt similar policies and practices that we use
- Provide a safe work environment for any suppliers or sub contractors who may be working with us, taking action to remove any unnecessary risks.

OUR ENVIRONMENT

We undertake to

- Work to reduce the impact that our business may have on the environment year by year, in accordance with our Sustainability Policy.
- Remain committed to promoting sustainability and good practice, to reduce the environmental impact of all of our activities and to assist our clients and partners to do the same.
- Comply with, and where reasonably practicable exceed, all applicable legislation, regulations and codes of practice relating to the environment and sustainability.
- To communicate our Sustainability Policy to all relevant stakeholders and encourage them to adopt sustainable management practices

OUR COMMUNITY

We undertake to

- Minimise any environmental effect our business may have on the local community and show due consideration to our immediate neighbours by operating in a manner that does not affect their health or safety
- As far as may be possible, support local companies and the economy in the course of our business activities.
- Actively encourage our staff to participate in charity activities,

Other policies address some of the issues detailed above in much greater depth, including but not limited to:

- EQUAL OPPORTUNITIES POLICY
- BULLYING & HARRASSMENT POLICY
- TRAINING AND DEVELOPMENT POLICY
- SUSTAINABILITY POLICY
- HEALTH AND SAFETY POLICY
- RECRUITMENT POLICY

All relevant policies are communicated to all staff prior to joining the organisation, and all policies are periodically reviewed in order to monitor the Company's performance and obligations towards all stakeholders.