

## **OUR COMMITMENT TO EXCELLENCE:**

### **For customers, for each other, and for society**

#### **STATEMENT OF INTENT**

*We strive for excellence and sustainability in all business activities, recognising and fulfilling our duty of care to our customers, suppliers, each other, and the communities in which we operate.*

We will create a supportive and inspiring workplace for our employees and promote societal and environmental sustainability by embedding world-leading standards of operational and ethical practices throughout our business activities.

We commit to meeting all applicable customer, legal and other requirements, and we aspire to fulfil the needs and expectations of all our employees, customers and other stakeholders who have an interest in or may be affected by dock10's activities.

To deliver these objectives, dock10 Limited shall:

- Determine the activities and people that we serve, affect, and can influence and define our obligations, our standards, and our systems accordingly.
- Consult our staff, customers, partners, suppliers, and other interested parties to ensure that their needs and expectations are embedded into our policies and working practices.
- Set and apply appropriate objectives and targets that drive improvement across the business.
- Apply management system principles throughout our business activities, ensuring that our standards are met and that we improve our performance continually, in accordance with good Corporate Governance.
- Demonstrate our commitment by achieving and maintaining certifications to applicable national and international standards.
- Ensure that we commit the people and resources needed to achieve our objectives.
- Seek feedback from customers and others as a driver for continual improvement.
- Empower staff to take time and become involved in community activity and other outreach initiatives.
- Operate the business in an ethically and socially responsible manner.
- Provide support to charities and community initiatives approved by the Board.
- Publicise our values, policies, objectives, and targets via the company website and other communications as appropriate.
- Perform regular top-management reviews of our values, policies and systems against the applicable standards and our performance against objectives and targets, to ensure we strive for excellence.

Dated: 16/05/2022

Signature.....

**Mark Senior, dock10 Chief Executive Officer**

## OUR VALUES

Our Values run through everything that we do at dock10, and they underpin the professional standards that we all subscribe to whilst working here.

We Are:

- **Ambitious** – We constantly challenge ourselves to do better, driven by a can-do attitude that inspires success.
- **Accountable** – We take ownership of our ideas and actions, always doing what we say we will do.
- **Adaptable** – We are open to new ideas and are excited by the possibilities that change can bring.
- **One dock10** – We are one team, actively working together to deliver the best for customers and colleagues.

## OUR SUSTAINABILITY PILLARS

Our Commitments to sustainability and environmental social governance span six pillars, which define and inform how we undertake all our activities at dock10:

- **Diversity and Inclusion** – To have an open recruitment policy, fostering and growing a representative workforce that embraces diverse backgrounds, ideas, and communities.
- **Environmental Responsibility** – To reduce our carbon footprint and influence our staff, clients, and partners to do the same.
- **Social Value and Opportunity** – To support community-based charities in line with our values and to provide communities with the opportunity to learn about our industry and to become part of it.
- **Consultation and Participation** – To engage with, consult and listen to our colleagues to help shape the environment and the values within which we operate.
- **Health and Wellbeing** – To strive to promote a culture of wellness that improves the physical and mental health of our employees and their families.
- **Business Ethics, Assurance and Compliance** – To manage Our business in a way that:
  - upholds both the letter and the spirit of the law
  - maximises customers' and other stakeholders' satisfaction with our activities
  - minimises business risk and adverse impacts on people and the environment.

Our Commitments within each pillar are detailed throughout the rest of this policy.

## **DIVERSITY AND INCLUSION**

**We treat each other with respect and all employees have the right to expect that their dignity will be fully respected in the workplace**

- We are committed to creating an environment in which all employees have the opportunity to reach their full potential.
- We work together as a multi-cultural meritocracy where individual contribution is expected, appreciated, and rewarded. We do not practice favouritism; the advancement and reward of employees is based entirely on their individual performance, potential and demonstration of the company values.
- We do not discriminate in any aspect of employment on grounds of race, religion, colour, ethnic or national background, age, disability, neurodiversity, gender, sexual orientation, marital status, political affiliation, or union membership.
- We value diversity in our employees' backgrounds, talent, insight, education, and experience and believe this contributes to our continued success by increasing innovation, enriching decision making and improving communications with our stakeholders.
- We actively develop policies that encourage inclusion and contribution from all employees, and we are committed to timely and effective two-way communication.
- We do not tolerate physical, sexual, racial, psychological, verbal or any other form of harassment or abuse.

**dock10 is fully committed to training developing all employees during their time with the company.**

- This commitment commences with the induction programme, during which new starters are given clear guidelines on what is expected of them, enabling them to fulfil the requirements of their role.
- Further training is given when new skills are required, or existing ones need refreshing.

## **ENVIRONMENTAL RESPONSIBILITY**

**We are committed to protecting the environment for the benefit of our employees and the public at large**

- In all decisions we take due account of the potential environmental impact of our operations and our actions.
- We ensure, as a minimum, to fulfil all our environmental and energy compliance obligations, including legal and other requirements related to the environment, energy efficiency, energy use, energy consumption and international standards including ISO 14001 and ISO 50001.
- We are committed to enhancing environmental performance and energy performance by continually improving our environmental and energy management systems. This includes reporting and reducing the company's carbon footprint, minimisation of waste, efficient use of energy, water and other natural resources in our facilities, the prevention of pollution and prioritising designs that consider energy performance improvement.

- We challenge our colleagues and the business to pursue innovative approaches to reducing the environmental impact from our operations.
- We promote, wherever practicable, low-carbon choices in our commuting, business travel and supply chain by providing access to the cycle to work scheme and associated facilities, minimising travel for business, encouraging home working (supported by on-site conferencing facilities) and by purchasing from local suppliers.
- Wherever reasonably practicable, we will use materials from sustainable and environmentally friendly sources and procure energy efficient products and services that impact energy performance.
- We ensure the availability of information and necessary resources to achieve objectives and energy targets.
- We communicate our environmental policy to our shareholders, employees, contractors and interested parties in order to establish an environmentally responsible attitude within our organisation.

## **SOCIAL VALUE AND OPPORTUNITY**

**We recognise our responsibilities to the local communities in which we operate. We are committed to enriching the lives of our local communities.**

- We ensure that our activities do not have any material adverse environmental or social impact upon local communities.
- We encourage, promote and support involvement by our company business and employees in local community and charitable initiatives through the allocation of financial and other resources.
- We support our employees' involvement in community initiatives and charities through matching contributions and flexibility over working hours to enable them to fulfil their commitments.
- We support community involvement with dock10 by offering access to apprenticeships and work experience placements. We also offer insights into dock10's work via open days, involvement in educational events and other outreach activities.

## **CONSULTATION AND PARTICIPATION**

**We consult our staff, customers, partners, suppliers, and other interested parties to ensure that their needs and expectations are embedded into our policies and working practices.**

- In particular, we consult with workers on matters affecting their health and safety, and on other aspects of this policy, and we encourage their participation in decision making.

## **HEALTH AND WELLBEING**

**We provide safe and healthy conditions for all our employees, contractors, and visitors for the prevention of work-related injury and ill-health.**

- We ensure, as a minimum, to fulfil all relevant legal and other requirements including applicable Health and Safety Legislation and ISO 45001.
- We are committed to developing the highest standards of occupational Health and Safety across the company, and we will, so far as is reasonably practicable, identify and eliminate, all significant Health and Safety related hazards and reduce the associated risks arising from all workplace activities.
- We empower and encourage our employees to report accidents, incidents, and lapses in best practice and to participate in improvement activities.
- We measure and monitor our Health and Safety performance and target continual improvement.
- We encourage and promote a healthy balance between our employees' working and personal lives and we respect the commitments which our employees have outside of the work place. We respect the rights of all to rest and leisure including periodic paid holidays and the reasonable limitation of working hours.
- We promote our employees' wellbeing by encouraging their participation in physical exercise and providing access to a range of wellness services via dock10's company insurances.
- We promote and protect our employees' mental health by raising awareness, training mental health first aiders, training managers to identify potential mental health issues, and supporting colleagues.

## **BUSINESS ETHICS, ASSURANCE AND COMPLIANCE**

**We demonstrate ethical behaviour in our business activities and in our dealings with each other and with all interested parties.**

- As employees, we have the courage to challenge any business practices, whether within or outside dock10, which we believe to be wrong or inconsistent with our company's values.
- We comply with the relevant laws and regulatory standards in all jurisdictions within which we operate and with all company, national and international standards to which we subscribe.
- We value our relationships with our customers, suppliers and other business partners and we demonstrate respect and integrity in our dealings with them.
- We reject corruption in all its forms including extortion and bribery. We forbid the making or receiving of any bribe or the offer of anything of value to any government or public body or private party for the purposes of obtaining improper advantage.
- We do not enter into arrangements which restrict or potentially restrict fair competition in our relationships with customers, suppliers, and competitors.
- We expect our suppliers and contractors to demonstrate similar high ethical standards and we take due account of this when establishing or continuing business relationships.

**We fulfil our customers' requirements, needs and expectations and improve our services continually.**

- We ensure, as a minimum, to satisfy all applicable requirements relating to our services including customer requirements, legislation, ISO 9001, and other relevant industry codes.
- We are committed to enhancing customer satisfaction by continually improving our quality management system. This includes responding to feedback from customers and other interested parties, monitoring performance against our objectives and implementing system improvements.
- We expect our suppliers and contractors to demonstrate a similar duty of care regarding customer service, health and safety and the environment whilst engaged by dock10, we take due account of this when establishing or continuing business relationships, and we work with them to enhance and improve performance.