

## Corporate and social responsibility policy

Corporate and Social Responsibility (CSR) is defined as the integration of business operations and values, whereby the interests of all stakeholders including investors, customers, employees, the community and the environment are reflected in the company's policies and actions.

### Commitment and Aims

Adroit Utilities Limited are committed to ensuring that all our activities are undertaken so that we leave a lasting positive impression on the community that we operate in. We are aware that our activities impact on the environment, general public, road users and other stakeholders such as Local Authorities. To ensure that we behave responsibly, we undertake the following but not limited activities:

- ✓ Continuous improvement in our Corporate and Social Responsibility (CSR) strategy by;
  - Encouraging our business partners and suppliers to implement CSR.
  - Continually improving our performance and meeting all applicable legislation
  - Informing our staff to be mindful of the effect of their actions on non-renewable resources
  - Introducing procedures to assist with implementing CSR.
- ✓ The CSR policy is to make clear to all stakeholders what Adroit Utilities mean by CSR and how we propose to work towards implementing and achieving CSR. The CSR policy applies throughout all activities of the company.
- ✓ We recognise that CSR embraces all aspects of sustainable development and social issues which are of most relevance to Adroit Utilities Limited and decide at what stage this CSR policy could most effectively and legally be included.
- ✓ We shall operate in a way that safeguards against unfair business practices.
- ✓ We believe that a responsible approach to developing relationships between companies and communities they serve and is a vital part of delivering business success.
- ✓ Whilst carrying out our business, Adroit Utilities Limited will consider the environmental, social and economic issues.
- ✓ We will continually review all policies and business practices to encourage engagement with business partners and to promote development.

### Corporate Governance

- ✓ We are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards.
- ✓ All the laws that regulate and apply will be complied with.
- ✓ Endeavour to ensure that stakeholders have confidence in the decision-making and management processes of the service provided, by the conduct and professionalism of all staff.
- ✓ We do this by continually training and developing our staff.
- ✓ All groups and individuals with whom we have a business relationship will be treated in a fair, open and respectful manner.
- ✓ Competition will be reasonable and based upon the quality, value and integrity of the services being supplied.
- ✓ Feedback on performance will be actively sought, and we will encourage customers to provide feedback on our performance and ensure that all customer comments are analysed, responded to and where appropriate, acted upon.
- ✓ An Action Plan will be developed to ensure continuous improvement is achieved.

Adroit Utilities Ltd, 3 Cedar Court, Halesfield 17, Telford TF7 4PF			
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**Environment**

- ✓ Our objective is to endeavour to reduce the impact on the environment through a commitment to continual improvement
- ✓ We will continue to work with our partners to reduce their impact on the environment when we can.
- ✓ We will by applying Responsible Care to all activities, assess the environmental impact and report against these findings and report openly to all stakeholders.

**Human Rights**

- ✓ We aim to support and respect the protection of internationally proclaimed human rights.
- ✓ All partners are actively encouraged to observe international human rights norms within their work.
- ✓ We aim to eliminate discrimination based on any grounds (Race, Creed, Colour or Religion) and promote equality of opportunity in the workplace.

**Sustainability**

- ✓ A Sustainable policy for procurement of services will be maintained that will set out the principles, policies and procedures within Company.

**Ethics and Ethical Trading**

- ✓ We will ensure clear visibility through our systems to ensure when reasonably practicable that our suppliers and our customers comply with Anti-Slavery Legislation
- ✓ Training will be provided to relevant people on environmental and social issues affecting the logistics supply chains.
- ✓ We will ensure that partners uphold the workplace standards and behaviours consistent with the Company's requirements.
- ✓ A documented environmental and social assessment will be undertaken for every new contracted partner where practicable.
- ✓ We are committed to ensuring that the welfare of workers and labour conditions within the logistics supply chain meet or exceed recognised standards.

This policy is endorsed by Senior management and signed on behalf of Adroit Utilities by

Name: Terence Gormley      Signature: *T Gormley*

Position: Director

Date: February 2025

Review Date: February 2026

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