

## **Northern Gas & Power Ltd Corporate Social Responsibility Policy October 2019**

### **Introduction**

Corporate Social Responsibility (**CSR**) basically means being a good corporate citizen.

The term CSR describes business behaviours that not only deliver commercial objectives and meet legal requirements but also have a positive social impact. It is a desire to run a business responsibly and align business strategy with CSR goals so as to have a significant and positive impact both on the business itself and the communities in which the business operates.

It may seem unnecessary to formalise what is or should be existing responsible business practice into a specific policy, but it can have significant advantages. Having a formal policy helps a business focus on what is important to that business and how it wants itself viewed externally. It can also help assess a business's fundamental ethos.

CSR also offers the wider community tangible evidence of a business's social commitment and can enhance its credibility (which may prove crucial in tendering for some contracts, particularly with larger clients or in the public sector with local authorities).

CSR will however mean significantly different things to different businesses. Environmental issues, for example, will be of significantly more importance to a waste management business than to a personal services company, which may place greater focus on community involvement. As such the waste management business should have a more involved and targeted environmental policy directed at its specific environmental impact.

CSR should however have real and achievable targets which can be actively measured.

### **Our commitment**

We are Northern Gas and Power Ltd and the prosperity of our business and of the communities within which we operate requires a commitment to the sustainable management of our activities. We have therefore developed a policy that affects and enhances all areas of our business.

We wish to adopt and commit to the principles and practices set out below.

#### **1. Operating Policies and Procedures**

We have a suite of operating policies and procedures which are reviewed regularly. These policies support our commitment to CSR.

A copy of all of our policies can be found on our shared drive or by request from HR.

#### **2. Colleagues & People**

We are committed to the well-being and continual development of our people and to training our workforce, where employees are appreciated, valued and given regular feedback so that each employee has a clear understanding of their role and how they contribute to the business.

We operate a meritocracy, where all employees are recognised and rewarded on the basis of their performance, effort, contribution and achievements.

We expect our employees to act with integrity towards one another and exercise a high standard of business practice and workmanship.

We support diversity, fairness and equal opportunities and aim to involve and consult regularly with employees as to the direction of the business.

Colleagues are encouraged to make any recommendations on how we can improve on all matters in the business by emailing [HR@ngpltd.co.uk](mailto:HR@ngpltd.co.uk)

### **3. Customers**

We aim to build long term relationships with all our customers and other stakeholders by understanding their objectives as they evolve over time and meeting their needs.

We aim to give fair value, consistent quality and reliability.

We aim to have the highest professional and ethical standards in all our dealings with customers.

### **4. Suppliers**

We aim to create and maintain strong relationships with key suppliers and contractors.

We aim to choose suppliers that share our ethos in relation to employment practices, quality and environmental controls. This will be communicated to all suppliers and potential suppliers.

### **5. Health & Safety**

We aim to achieve and maintain the highest standards of health and safety and provide a safe and healthy working environment for all our activities.

We have a current and effective written health and safety policy that is regularly reviewed and updated.

### **6. Environment**

We have implemented an environmental policy appropriate to our business.

We are aware of our environmental impact as a business and have taken and continue to take appropriate steps to mitigate that impact, including setting environmental objectives and targets, implementing procedures and providing training so employees and contractors understand their environmental responsibilities and can seek to improve our environmental performance.

### **7. The Community**

We recognise and understand the significance of the local community within which we operate.

We aim to enhance our contribution to the community by being sensitive to the needs of local people and groups and promoting ethical and socially responsible trading.

### **8. Charity**

We actively support and donate to charities/non-profit organisations within our communities.

Colleagues are welcome to request that we support specific charities throughout the year which are reviewed by our Charity and Sponsorships Committee.

### **Policy Review**

This policy will be reviewed regularly.

**This policy has been approved and authorised by:**

**Name:** Scott High.

**Position:** Global People Director

**Signature:**

