

## Corporate Social Responsibility Policy

We recognise that we must integrate our business values and operations to meet the expectations of our Stakeholders. They include our Franchisees, Customers, Employees, Investors, Suppliers, Contractors, the community and our living environment.

- We recognise that our social, economic and environmental responsibilities to these Stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies;
- We take seriously all feedback that we receive from our Stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy;
- We shall be open and honest in communicating our strategies, targets, performance and governance to our Stakeholders in our continual commitment to sustainable development;
- The board of Director are responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance on this policy rests with all Employees throughout the Company.

### Our partnership focus:

- 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 ethical principles will be outlined in our Ethics Policy and this will be maintained to ensure it is adequate, relevant and effective;
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices;
- We shall encourage Suppliers and Contractors to adopt responsible business policies and practices;
- We shall encourage dialogue with local communities for mutual benefit;
- We will register and resolve Customer complaints in accordance with our standards of service outlined in our Quality Policy;
- We shall support and encourage our Franchisees, their Employees and our own Employees to help and support their local community organisations' needs and activities, particularly with anything linked with engagement with plants;
- We shall work with local schools, colleges and universities to assist with making young people aware of the benefits of plants and future career options with the landscaping industry;
- We shall maintain an Equal Opportunities Policy for all present and potential future Employees and will offer our Employees clear and fair terms of employment and provide resources to enable their continual development as outlined in our Employee Development & Training Policy;
- We shall maintain a clear and fair Employee remuneration policy and shall maintain forums for Employee consultation and business involvement;

- We shall provide safeguards to ensure that all Employees of whatever sexual orientation, religion or belief; as well as their gender, age, race and whether or not they have a disability are treated with respect and without sexual, physical or mental harassment;
- We shall provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety Policy and safe systems of work;
- We shall continually develop our Environmental Policies and objectives as part of the business planning cycle.

### Review of the Policy

The Corporate Social Responsibility Policy will be reviewed and updated every three years unless a change in legislation requires us to do so sooner.

Signed:



Franchise Director

Date: 03<sup>rd</sup> January 2020