

CORPORATE SOCIAL RESPONSIBILITY POLICY

We are fast becoming a socially aware society and it's no surprise that employees are demanding a more ethical stance from their employers. The implementation of a CSR policy makes good business sense; it gives companies a competitive edge, saves money and helps to attract top candidates. Respect for the individual underpins all of our employment policies and company values. We aim to reward all employees fairly, and to develop our staff at all levels. We promote an open culture and encourage the involvement of all staff in the development of the business:

- Providing a safe, healthy, flexible and supportive working environment
- Providing our staff with good career development and training opportunities and providing fair and effective recruitment and remuneration policies
- Adopting policies and practices which encourage an appropriate work/life balance
- Promoting our values: customer focus, teamwork, open and fair, and results driven

As a socially responsible company, we recognise that we can play a leadership role in influencing the behaviour of others, from business partners to industry colleagues to neighbouring businesses. We understand that, ultimately, it is in everyone's best interests to have as many companies as possible honouring the requirements and expectations of corporate social responsibility. We aim to ensure that our services are delivered in an ethically and environmentally responsible manner. We encourage all of our business partners to adopt best practice with regard to corporate social responsibility. We believe that by doing business with our suppliers in a responsible way, and building and sustaining business partnerships based on mutual respect, we are able to grow our business alongside our suppliers and meet our business goals.

- Promoting responsible business practices in the companies in which we invest
- Providing good value, fit for purpose service, which meets or exceeds customers' reasonable expectations
- Communicating in a clear, appropriate and accessible way
- Delivering a positive experience throughout a customer's relationship with us
- Dealing with suppliers fairly and objectively at all times
- Promoting and encouraging responsible business practices by the suppliers of our goods and services
- Minimising any negative impact on the environment arising from our business activities
- Working with our suppliers of products and services to ensure that the welfare of workers and labour conditions within our supply chain meet or exceed recognised standards
- Eliminating discrimination on any grounds and promoting equality of opportunity in the supply chain
- Ensuring that our customers and vendors are able to work together in confidence and to treat each other with respect

We have obligations to society, and we will take steps to understand how we can most effectively support the needs of the local community wherever we operate - and implement initiatives accordingly.

- Understanding and nurturing our impact on the local and wider community
- Encouraging dialogue with local communities for mutual benefit
- Investing in charitable causes and social enterprises which are closely aligned to our business activities
- Supporting the community as a whole, but especially those communities in which our main offices are based
- Supporting and encouraging our employees in their charitable and community involvement

The above CSR objectives will be reviewed on an annual basis to ensure that they are relevant and continue to facilitate our corporate social responsibility performance improvement

Reviewed : January 2009

Cleanforce

Stefan Lewis

Officer responsible for CSR