

## Gem Cable Solutions Ltd Social Responsibility Policy Statement

Gem Cable Solutions Ltd are a responsible employer and contributes towards sustainable development. We aim to create a working environment where the principles of social responsibility are fully integrated into our work to transform our customers' communication and deliver measurable improvements in how companies, leaders and teams communicate.

As an organisation, we are committed to ensuring that we provide all employees with the necessary resources, information, instruction and training to fulfil the requirements of this policy, commensurate with their role. Our company Directors fully support the implementation of this policy and are responsible for ensuring that it is communicated, understood, implemented and maintained at all levels within the organisation.

Compliance with legally binding obligations is a crucial aspect of social responsibility but there are also implications that go further than enforceable standards. Where no legal standard exists we will seek to follow good practice guidelines.

Our activities and business processes have a positive role to play in providing sustainable livelihoods, which links to the sustainability of society as a whole through sustainable consumption and resource use. The following Social Responsibility policy sets out the core principles and areas of focus when considering our significant impacts.

### Stewardship:

- . Demonstrate our commitment to social responsibility by implementing relevant strategies and the development of appropriate objectives or targets
- . Establish accountable leadership practices and commitment to shared ethical and other values
- . Abide by international norms of behavior such as the Universal Declaration of Human Rights and, where possible, encourage their advancement
- . Conduct trade fairly and maintain anti-corruption practices
- . Ensure compliance with applicable legislation using codes of practice and guidance produced by regulatory bodies to assist where appropriate.
- . Periodically review our arrangements to ensure they remain current.
- . Engage and motivate employees and others to participate in our social responsibility activities

### Employment:

- . Provide conditions of work that are lawful, such as fair wages, reasonable working hours and holiday entitlement.
- . Permit a good work-life balance for employees and recognise family responsibilities
- . Ensure the equal treatment of men and women workers throughout the lifecycle of employment
- . Provide access to skills development and opportunities for career advancement to all employees
- . Support employees in working towards professional qualifications relevant to their roles.

### Health and safety:

- . Provide a working environment that is safe and without risks to health, so far as is reasonably practicable
- . Ensure effective communication and consultation on health and safety matters;
- . Keep records of accidents and incidents and carry out a thorough investigation when applicable
- . Report relevant injuries, diseases or dangerous occurrences to the appropriate enforcing authority

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### Environment

- . Adopt environmentally sound technologies whenever possible to minimise the use of resources.
- . Use energy, water, materials and other natural resources as efficiently as possible.
- . Use electronic means of communication such as e-mail and audio-conferencing rather than paper-based options
- . Buy office supplies containing recycled materials
- . Follow the waste hierarchy of reduce, reuse, recycle
- . Manage the low quantities of hazardous wastes from our office activities in accordance with legislation
- . Work towards quantifying and reducing our carbon footprint.
- . Seek opportunities to establish links with local businesses, neighbours or suppliers to facilitate improvements in the local environment

### Consumer issues

- . Provide customers with adequate and appropriate information about our products to enable an informed customer choice
- . Provide a transparent and flexible approach to scoping contracts with our customers
- . Set and review clear milestones and deadlines throughout implementation
- . Maintain the quality of our services and continue to offer fair pricing
- . Handle personal data from our customers appropriately and securely
- . Use marketing and promotional materials that avoid negative connotations on issues of gender, religion, race, disability or interpersonal relationships.
- . Encourage feedback from our customers regarding their experience of working with us
- . Make available effective forms of redress for customer complaints

### Community involvement

- . Offer in-kind support for local business groups and SMEs via organised events and training provision at a local level
- . Act upon opportunities for mentoring where mutually convenient
- . Offer work placement opportunities with a local university or college students where feasible.
- . Foster good relationships with others in the business community and other interested stakeholders.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be periodically reviewed by the Company Directors and where deemed necessary will be amended and re-issued.

This policy statement is stored on our shared drive, where it is accessible to our employees. It is publicly available upon reasonable request by any interested party.

This policy has been developed with the assistance of NatWest Mentor.

**Signed:** Steven Jack – Managing Director  
Director on behalf of Gem Cable Solutions Ltd

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