

## Corporate Social Responsibility Policy

Alide Hire Services, as a member of the business community, recognises its corporate social responsibility commitments in its various roles, which include insurer, investor, employer and consumer.

'As a responsible business we believe that the long-term future of the business is best served by respecting the interests of all our stakeholders: employees, customers, suppliers and the wider community. We look actively for opportunities to improve the environment and to contribute to the wellbeing of the communities in which we trade.'

This policy sets out the 4 principles we follow and the programmes we have developed to focus on the areas where we have significant impact or influence.

### Purpose

The purpose of this policy is to make clear to all stakeholders what we mean by corporate social responsibility and how we propose to work towards achieving it.

The policy includes simple summary statements drawn from fuller policies on those topics, which, in our opinion, constitute corporate social responsibility. The exception to this rule is the case of "customers", where each business unit defines its own approach to its marketplace.

### Principles

#### 1) Shared Responsibility

Social and environmental responsibility involves everyone. In our own case, Alide Hire Services' structure means that employees share the responsibilities of ownership as well as its rewards. We aim to develop and implement social and environmental policies which fit in with our employees, stakeholders, customers and suppliers everyday activities and responsibilities.

#### 2) Honesty and accountability

Democratic ownership means the sharing of profit, knowledge and power. We will communicate our environmental policies, objectives and performance openly and honestly to our employees and customers and to others with an interest in our activities, including customers and suppliers. We will encourage them to communicate with us and seek their views.

#### 3) Sustainable progress

We are committed to work to improve our performance. We will take into account technical developments, changing scientific evidence, costs and customer concerns and expectations in the development and implementation of all new social and environmental policies and procedures. We will monitor our performance, set objectives for improvements and report our progress.

#### 4) Demonstrable compliance

As a minimum, we will meet or exceed all relevant legislation. Where no legislation exists we will seek to develop and implement our own appropriate standards.

The policy provides stakeholders and customers with a statement of our commitments under a family of eight corporate social responsibility policies.

**a) Standards of business conduct**

We are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards. Continuing to maintain and develop ISO and British Standard accreditations.

**b) Workforce**

We are guided by our aim to be the employer of choice in all communities in which we operate.

**c) Customers**

Our business and livelihood depend upon our customers. Every employee is responsible for ensuring that any contact with our customers and the public at large reflects professionalism, integrity, efficiency and honesty. We constantly strive to provide high quality service, equipment and products of good value for money. (Departmental specific policies apply in relation to dealings with customers).

**d) Suppliers**

We regard suppliers as our partners and work with them to help us achieve our policy aspirations in the delivery of our products and services.

**e) Community**

We are committed to being a responsible corporate citizen through support for appropriate non-political and non-sectarian projects, organisations and charities. We will build relationships with our customers, suppliers and the local communities which we serve by encouraging our employees to consider the needs of others and involve themselves in public service.

We will continually obtain a wide range of views on our social and environmental policies and performance from our employees, stakeholders, customers and suppliers.

**f) Environment**

We are committed to a programme of management, continuous improvement and reporting of our direct and indirect impacts, which marks our contribution to improving the world in which we live.

We recognise that our business activities have direct and indirect impacts on the societies in which we operate. We endeavour to manage these in a responsible manner, believing that sound and demonstrable performance in relation to corporate social responsibility policies and practices is a fundamental part of business success.

**g) Health and safety**

We are committed to providing a working environment which is both safe and fit for the intended purpose and ensures that health and safety issues are a priority for all business operations.

We are committed to continuous improvement in our corporate social responsibility programme and encourage our business partners to strive for matching performance.

All our sites are committed to the achievement of our policy objectives. Our performance will be periodically reviewed and externally verified to help us meet our policy goals. At a local level, the individual business unit managers along with the Health & Safety Consultant will review progress at least annually.

**h) Human rights**

We respect the Universal Declaration of Human Rights and seek to be guided by its provisions in the conduct of our business.

## Scope

The corporate social responsibility policy applies throughout Alide Hire Services and governs our approach to all our activities.

## Underlying Philosophy

Alide Hire Services believes that a responsible approach to developing relationships between companies and the communities they serve, national or local, is a vital part of delivering business success. How we interact with the world in which we operate determines our place within it. This statement of corporate social responsibility represents a first step into defining Alide Hire Services' view and will be developed over time.

## Corporate Objectives

To provide a reference point to guide stakeholders, employees and customers on the values which drive the conduct of our business and relationships with the world in which we operate.

## Corporate Principles and Practice

Alide Hire Services is committed to demonstrating responsibility in its relationship with the world. All Departments will allocate responsibility for dissemination, discussion and the embedding of the principles described in this statement into group culture, and provide regular and timely feedback on progress.

## Responsibilities

The Managing Director is the main board Director with primary responsibility.

The General Manager is responsible for coordinating operation of the statement and for reporting on it to the Managing Director and the board.

Stakeholders, particularly employees, are invited to provide feedback on the nature and operation of the corporate social responsibility statement.

Each of the eight policy commitments are owned by individual managers, all of whom will monitor performance on a regular basis. These managers will establish appropriate responsibilities within their Directorates and review progress at least annually.