



**ESP UTILITIES GROUP LTD**

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# **CORPORATE & SOCIAL RESPONSIBILITY**

| <b>Document Details Corporate Social Responsibility</b> |                   |                       |            |
|---|-------------------|-----------------------|------------|
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| <b>Version history</b> |              |               |   |                          |
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| 3.0                    | April 2015   | Mick Carr     | Annual Review   | All                      |
| 3.1                    | January 2017 | Vicki Spiers  | Annual Review – reformatting<br>Addition of Last Reviewed<br>Date | All                      |

## 1. Objective

The Corporate Social Responsibility Policy of ESP Utilities Group Limited “ESPUG” has been developed by the Senior Management team to cover the activities of both our own employees and any external Service Providers that we may choose to employ to design, construct, maintain and modify our gas and electricity distribution infrastructures and associated equipment.

We value the relationships we have with all of the people we transact with:

## 2. Scope

This Policy applies to all our interactions, including those with staff, Service Providers and Customers.

## 3. Responsibilities

We believe that it is imperative that all employees and service providers understand and adhere to our values so that we can incorporate them into our daily business activities such that they become “the way things are done”. These values take account of our commitment to consider ethical, social, environmental, legal and financial considerations in our business decision making process.

## 4. Key Principles

### EMPLOYEES

We aim to provide an open, challenging, productive and participative environment based upon constructive relationships by:

- maintaining good communications with employees through the provision of regular and timely ESPUG information and consultation;
- providing clearly communicated goals and performance standards, and the training, information and authority needed to do a “good job”;
- providing fair recognition and reward based on performance;
- developing individuals talents, skills and abilities and providing encouragement to learn and progress and to participate fully in the quest for continuous improvement.

We recruit, employ and promote employees on the sole basis of the qualifications and abilities needed for the work to be performed. We do not tolerate discrimination on any grounds and provide equal opportunity based on merit and aim to build a working environment where there is mutual trust and respect and where everyone feels responsible for the performance and reputation of the ESPUG.

We are committed to providing healthy and safe working conditions for all employees by ensuring that health and safety and the working environment are managed as an integral part of the business, with employee involvement as a key part of that process.

We do not use any form of forced, compulsory or child labour. We support the Universal Declaration of Human Rights of the United Nations and respect the human rights, dignity and privacy of the individual and the right of employees to freedom of association, freedom of expression and the right to be heard.

### **SERVICE PROVIDERS**

Our business is reliant on the vital role played by Service Providers for the provision of our distribution infrastructure assets. We also rely on other Service Providers, such as suppliers, advisers and consultants.

They must all comply with applicable laws, industry codes and this Policy. We select Service Providers based on their company status, profile, qualifications, reliability and adherence to applicable laws and our values and we complete appropriate reviews from time to time. We never authorise or allow a Service Provider to act improperly on our behalf. We also commit to making payments to service providers for goods and services provided in a timely manner and in accordance with our contractual obligations.

We engage with our suppliers on their own commitment to environmental and social responsibility, seeking wherever appropriate to influence them to adopt our approach.

### **CUSTOMERS**

We aim to build excellent long-term relationships with our Customers by providing our services in accordance with our regulatory obligations, developing and maintaining excellent relations with them, dealing with them directly and responsively, and providing the highest levels of customer service.

### **MARKETPLACE**

We aim to operate as a “good corporate citizen” by:

- taking a zero tolerance stance on bribery and corruption;
- ensuring that all advertising and marketing materials are truthful and not misleading.

### **SUSTAINABLE DEVELOPMENT**

We are committed to making continuous improvements to the management of our environmental, social and economic impacts, and to developing a sustainable business.

## **5. Advice and Assistance**

Advice on the implementation of this policy can be obtained from any member of the Senior Management Team.

## **6. Reporting & Policy Compliance**

Any staff member who has a concern regarding matters relating to this Policy should report it immediately to their Line Manager, or member of the Senior Management Team.