

# COMPANY STANDARD CONDUCT AND CUSTOMER CARE



## Business Conduct

Albion Environmental Ltd will behave legally, honourably and ethically. At all times we will:

- Ensure that our business practices comply with relevant legislation and regulations as a minimum in each country in which we operate
- Treat our stakeholders and other interested parties as we would want to be treated ourselves
- Ensure that decisions are taken by people duly authorised, qualified and accountable
- Trade and compete fairly, within a framework of applicable competition laws, never obtaining or maintaining business through illegal conduct
- Report financial information in a complete, accurate, honest and timely manner
- Not tolerate any employee or agent of the company offering, soliciting or receiving any form of bribe or any other similar inducement
- Consider the social, ethical, health and environmental implications of our business activities
- Uphold the principles set forth in the United Nations Universal Declaration of Human Rights wherever we operate, respecting local laws and regulations
- Not make any payments to political parties, organisations or their representatives
- Recognise that we have a responsibility to define and support externally all our commercial activities where that affects ourselves or any of our stakeholders
- Measure, review and monitor our performance against this statement of business principles and ethics

## People

Our people are our most important and valuable asset. Albion Environmental Ltd wants its employees to feel respected, well managed and able to fulfil their potential. In order to achieve this we will:

- Ensure that dignity at work and mutual respect are enshrined in all our working practices and the way we behave towards each other
- Respect the human rights of all employees and support the rights of the child by not employing anyone under the age of sixteen
- Provide all employees with good and safe conditions at work
- Treat employees honestly and fairly, respecting their individual and collective rights
- Promote equality of opportunity and encourage diversity in our workforce ensuring the recruitment, recognition, development and best use of talent
- Promote effective communications and consultation to encourage the involvement of employees in the planning and direction of their work, wherever appropriate involving Trade Unions, Works Councils and other employee groups
- Maintain clear disciplinary and grievance procedures with access to advice for fair and consistent application.

## Customers

Albion Environmental Ltd wants to win and maintain its customers by developing and providing a range of services which are high quality, safe, and environmentally acceptable and value for money. We want to build relationships of trust and confidence. In order to do this we will:

- Communicate regularly with customers and listen to their views
- Talk to customers about their environmental and health & safety liabilities and responsibilities
- Aim to anticipate the future needs of our customers, promoting innovation, best practice and value for money
- Respond promptly to customer feedback, taking speedy action to improve our performance

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- Ensure that all our services are supported by the requisite technological, environmental and commercial expertise
- Work with our customers to create added value
- We will treat our users with courtesy and respect
- We aim to provide a helpful, friendly and effective service within the constraints of available resources.
- We provide training, including customer care, for our staff ensuring service is of a high quality.
- We are aware of and assist users with special needs, providing a service free from discrimination.

## Suppliers and Subcontractors

Albion Environmental Ltd aims to procure the highest quality products, services and value for money from all its suppliers and subcontractors. We will encourage our suppliers and subcontractors to abide by the principles of our policy on corporate ethics. To ensure that this is the case we will:

- Assess critical suppliers and subcontractors as appropriate
- Communicate regularly to guarantee that our ongoing and changing needs are addressed
- Expect that our complaints are dealt with promptly and action is taken to improve future performance
- Pay in accordance with contractual terms for products and services which meet our requirements