

CORPORATE SOCIAL RESPONSIBILITY POLICY

At Cleveland Cable Company Limited, it has always been our ethos to “do the right thing” in all situations and context. We recognise the wider social-but also commercial benefits that can come from integrating our company values within all our business operations to meet the expectations of our interested parties - whether customers, employees, suppliers, regulators, local authorities, neighbours, and the wider community.

- We recognise that our social, economic and environmental responsibilities to our interested parties are integral to our business. We aim to demonstrate these responsibilities through our actions and within our company policies.
- We take all feedback that we receive from our interested parties seriously and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We shall be open and honest in communicating our strategies, targets, performance and governance to our interested parties in our continual commitment to sustainable development.
- Our Managing Director is responsible for the implementation of this policy and shall make the necessary resources available to realise our responsibilities. The responsibility for our performance on this policy rests with all employees throughout the organisation.
- We shall ensure a high level of business performance while minimising and effectively managing risk ensuring that we uphold the values of honesty, collaboration, and fairness in our relationships with all, of our interested parties.
- Our contracts shall clearly set out the agreed terms, conditions and the basis of our relationship and shall operate in a way that safeguards against unfair business practices.
- We shall encourage suppliers and contractors to adopt responsible business policies and practices.
- We shall encourage dialogue with local communities for mutual benefit.
- We shall register and resolve customer complaints in accordance with our standards of service and Business Management Systems.
- We shall support and encourage our local community with activities in our region.
- We operate an equal opportunities policy for all present and potential future employees, and offer our employees clear and fair terms of employment, providing resources to enable their continual development.
- We shall maintain clear and fair employee remuneration terms and shall maintain our “open door” policy for employee consultation.
- We shall provide safeguards to ensure that all employees of whatever age, sex, sexual orientation, nationality, colour, race, religious belief, or lack thereof are treated with respect and without sexual, physical, verbal or mental harassment.
- We shall provide, and strive to maintain a clean, healthy, and safe working culture and environment in line with our Health and Safety Policy and safe systems of work.

This Policy Statement shall be maintained as documented information, shall be reviewed during the Management Review for continuing suitability, shall be communicated within the organisation and shall be available to interested parties as appropriate.



Alastair Powell
Managing Director

6 January 2025