

## CORPORATE SOCIAL RESPONSIBILITY

### POLICY STATEMENT

At the Thompsons of Prudhoe Group of Companies (“the Group”), it has always been our ethos to “do the right thing” in all situations and context. “Working together” and “collaboration” are established and guiding attitudes in the Group. We recognise the wider social but also narrower commercial benefits that can come from integrating our family values within all our business operations to meet the expectations of and be mindful of all our stakeholders - whether customers, employees, funders, suppliers, regulators, local neighbours and the wider community as well as the environment – again both local and wider.

- We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.
- We take seriously all feedback that we receive from our stakeholders 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 stakeholders in our continual commitment to sustainable development.
- The Thompsons’ Chairman is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance on this policy rests with all employees throughout the Group.
- In support of our CSR ethos, we have signed up to the Social Mobility Pledge (see [www.socialmobilitypledge.org](http://www.socialmobilitypledge.org))

#### Our collaborative focus:

- 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 our stakeholders.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will 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 will register and resolve customer complaints in accordance with our standards of service and Business Management Systems.
- We shall support and encourage our employees to help local community organisations and activities in our region, particularly our employee-nominated and neighbour-nominated charities.
- We shall work with local schools, colleges and universities to assist young people in choosing their future careers, being an advocate for our industry.
- We operate an equal opportunities policy for all present and potential future employees and will offer our employees clear and fair terms of employment and provide 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 with any level of Manager or Director.
- 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.
- We shall develop Environmental policies and objectives as part of the business planning cycle.
- We shall place the true meaning of Sustainability as a central pillar of all our decisions and actions and will develop policies and objectives as part of the business planning cycle.

This Policy Statement shall be reviewed annually and following any significant change or development in the Group's business operations.

Signed: .....Date: .....12/08/2024.....

**John Thompson**

Chairman

**Thompsons of Prudhoe Group**

