

CORPORATE SOCIAL RESPONSIBILITY

Our vision is to make a significant contribution to the future of supply chain and transport regulators, operators, professional services and stakeholders through the provision of high quality recruitment, career development and talent management services, and to help all our customers achieve their aims and objectives. To achieve this we acknowledge that we must integrate our business values and operations to meet the expectations of our stakeholders. We recognize stakeholders as employees, customers, candidates, suppliers, industry bodies, regulators, the community and the environment.

OUR PRINCIPLES ENSURE THAT:

- 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 meet 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 developing a sustainable business.

The Chief Operations Officer 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 to this policy rests with all Bis Henderson employees.

OUR PARTNERSHIP FOCUS

- We shall ensure fair representation of our clients and candidates by ensuring that each are treated with equal levels of service and respect.
- We shall ensure a high level of business performance by minimising and effectively managing risk.
- We shall encourage and maintain dialogue with industry trade and representative bodies promoting careers and opportunities in accordance with our Equal Opportunities and Diversity policy.
- Through our equal opportunities policy for all present and potential future employees.
- We shall support and encourage our employees to help local community organisations and activities in our region.
- We will offer our employees clear and fair terms of employment and provide resources to enable their continual development.

- We shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement.
- We shall provide safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment.
- We shall provide, and strive to maintain, a clean, healthy and safe working environment.
- We shall uphold the values of keeping promises, honesty, partnership and fairness in our relationships with stakeholders.
- We shall strive to improve our environmental performance through implementation of our Environmental policy.
- We will operate in a way that safeguards against unfair business practices.
- We shall encourage suppliers and contractors to adopt responsible business policies and practices for mutual benefit.

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Mark Botham

Chief Operating Officer

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