



Corporate and Social Responsibility

Principles

Contact Originators recognises that we must integrate our business values and all our operations to meet the expectations of our customers, employees, suppliers, regulators, and the environment.

We recognise our social, economic, and environmental responsibilities and aim to demonstrate these through our actions within the company policies

We will take seriously all feedback received from our customers and maintain an open dialogue to ensure we fulfil the requirements under this policy.

We will be open and honest in communicating all our policies, strategies, and performance.

The CEO, is responsible for the implementation of this policy and will make all resources available, to ensure our corporate responsibilities and performance, rests with all this company's employees.

In line with UN Global Compact's 10 principles, Contact will embrace and enact within the Company's influence a set of core values in the areas of Human Rights, Labour Standards, the Environment and Anti-Corruption

- Principle 1 Will support and respect the protection of human rights
- Principle 2 Will comply and refuse to participate in human rights abuses
- Principle 3 Will support the freedom of association and the recognition of the right to collective bargaining
- Principle 4 Will support the abolition of exploitation within human rights labour
- Principle 5 Will support the abolition of child labour
- Principle 6 Will support the elimination of discrimination in employment and occupation
- Principle 7 Will implement a program of precautionary and effective program on environmental issues
- Principle 8 Will support initiatives that demonstrate environmental responsibility
- Principle 9 Will promote the use of environmentally friendly technologies where possible
- Principle 10 Will promote and adopt initiatives to counter all forms of corruption and bribery

Focus

- We shall strive to improve our environmental performance.

- We will ensure a high level of business performance.
- We will do our best to resolve customer complaints in accordance with our standards.
- We will encourage and support employees to help and take part in activities to help the community in the region.
- We will operate an equal opportunities policy for new and existing employees in line with Company Handbook, Policies and Procedures.
- We will offer our employees fair terms and conditions of employment.
- We will maintain fair employee remuneration packages.
- We will safeguard all employees and ensure they are treated with respect, free from sexual, physical, or mental harassment in line with the Companies Company Handbook and Dignity at Work Policy.
- We shall uphold the values of honesty, partnership, and fairness in our relationship with our customers.
- We will operate and safeguard against unfair business practices.
- We shall encourage suppliers and contractors to adopt responsible business policies.