

Corporate Social Responsibility Policy

Overview

The Directors of FixFirm are committed to trading ethically, morally, fairly and with integrity and honesty. We will adhere to these principles, without compromise, even when circumstances make it difficult.

This policy documents our commitment and responsibility to our customers, our suppliers, our employees, other stakeholders and the Government. Our management systems are designed to go beyond the legal minimums that we, as a business, are required to abide by and clearly describe the key issues, actions, intentions and codes of conduct that support our claim of being a socially responsible company.

Our commitment to customers

- We will do all we can to ensure the products we supply are safe and fit for their intended purpose.
- We will ensure that all our sales and marketing material is accurate, truthful and not misleading.
- We will ensure that any claims made by us about our products can be substantiated.
- We will not make any false claims about our competitors or their products and services.
- We will protect any information we have, in our possession, about our customers.
- We will obtain business using ethically and morally based methods.

Our commitment to our suppliers

- We will provide clear, fair procurement methods and build up long term relationships with our suppliers
- We will not knowingly do business with others who are likely to harm our image and reputation.
- We commit to payment in accordance with agreed terms.
- We will use a non-adversarial approach to any dispute resolution.
- We will show recognition of excellent Supplier performance through repeat business opportunities.

Our responsibility to our employees

- We will recognise that our employees are our most valuable asset.
- We will treat all our employees with respect and fairness at all times.
- We will provide a safe and healthy workplace, and take all reasonably practicable steps to ensure the welfare of employees, visitors and any other parties we have contact with.

Our commitment to all of our stakeholders

- We will take all reasonably practical steps to protect the stakes and investments of all our stakeholders.
- We will provide sufficient and adequate security to protect our premises and all its contents.



First for service, second to none

- We will identify all potential threats to the continuity of the business and have contingency plans to eliminate or significantly reduce the risk that they pose. In the unlikely event that a threat is realised, we will have measures in place to allow the business to quickly recover back to full operational capability.
- We will use professional Accountants and advisors to ensure that all information required to make business decisions is reported accurately and honestly.

Our responsibility to the Government

- As Directors of FixFirm, it is our obligation to obey the law. We will make every effort to identify all applicable legislation, laws and regulations that apply to our business and take all reasonable measures to ensure full compliance with them. All of us have a responsibility to be alert to the risks, however small, in our business and in the wider supply chain. Our staff are expected to report concerns and management are expected to act upon them.

A handwritten signature in black ink that reads 'Craig Haughton' with a horizontal line underneath.

Craig Haughton
Managing Director
March 2021