



# Corporate Responsibility 2019

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# Corporate Responsibility

For Ferryspeed (CI) Ltd to be successful and sustainable, we have to work in the right way. This means living up to our responsibilities to our customers, the public, our employees, partners, suppliers, communities and the environment.

Being a responsible business means ensuring that we:

- always do the right thing;
- are open and transparent with our customers, our people and the communities we serve;
- deliver on our commitments and comply with the law;
- engage with, and motivate our people;
- act safely and with respect for the environment and those with whom we work;
- minimise risks; and
- develop and safeguard our reputation and brand.

Corporate Responsibility (CR) is therefore imbedded within all aspects of Ferryspeed Management so that it is built into the way that we operate. This defines the rules which govern the way we behave, operate and deliver our services. It encompasses a wide set of policies and standards.

The way we manage our responsibilities and our performance are summarised below.

## Managing corporate responsibility

Our CR framework encompasses: our people; health and safety; communities; the environment; our marketplace, which covers our relationships with our customers, suppliers and other parties; and our commitment to ethics and business conduct.

## Ensuring ethical standards

At the heart of being a responsible business is a commitment to doing the right thing.

A focus during the past few years has been on staff training and engagement. This has ranged from group briefings, sessional feedback as well as HACCP, logistics food safety supervision and management as well as revalidation and training on all mechanical equipment used within the company.

Toolbox talks and staff briefings remain constant. These are mandatory for all employees and will be repeated annually.

## People

We are trusted to deliver an essential life–line service which our communities depend on. Delivering great service starts with our colleagues. We depend on their skills and commitment to deliver the services our customers expect. They contribute directly to our reputation and ability to grow.

We recognise the privileged role we are given, and that we must enable our people to deliver great service. We must also make it easy to manage our workforce with standard, simple and intuitive systems and processes:

- We want our leaders to be fit for the future, agile and adaptable and clear on the behaviours and results expected of them.
- We want our colleagues to be highly engaged and passionate about service. We want them to share our values and a sense of personal responsibility for delivering great customer outcomes, and achieve them time after time.
- We want our workforce and people management practices to have an unrivalled reputation for effectiveness and efficiency.

## Diversity

Ferryspeed is an inherently diverse business. We value difference and work to create an inclusive and fair environment for all. We treat people fairly and equally, accept and embrace diversity and, as far as is reasonably possible, reflect the local communities in which we work.

We ensure equality, diversity, inclusion, and anti-discriminatory practice in the workplace and community. We offer fair treatment in every aspect working life and foster a positive climate of employee relations where all employees are treated with respect and dignity.

## Marketplace

Developing and improving long term relationships with our customers is central to our business. We have learnt that being clear and transparent with our customers is fundamental to maintaining trusting relationships. We have sought to increase the frequency and transparency of our customer engagement which will help to ensure we identify and respond promptly to operational performance issues and to our customers concerns. We are fully focussed on ensuring our customers receive the high quality service they deserve from us.

We will maintain relationships at all levels with our customers, so they are aware of how we can help them and so that we can anticipate their changing needs.

## Health and Safety

Our aspiration is zero harm. Nothing is so urgent or important that we cannot do it safely. A strong and embedded H&S ethic ensures the safety of our people and protects our reputation. Wherever they work and whatever their role, our people must adhere to stringent health and safety procedures which will stand up to the highest levels of scrutiny.

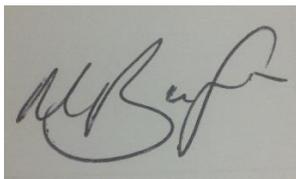
The Directors remain committed to ensuring all necessary resources are deployed to ensure compliance at all levels. In 2014/15 dedicated H&S officers have been employed at each Ferryspeed depot with a group H&S manager ensuring consistent standards and practice sharing resonate throughout the group. All officers are members of IOSH and either have or are in the process of obtaining a variety of nationally recognised NEBOSH qualifications. All have committed to ongoing continued professional development in this area.

## Environment

Ferryspeed's aspiration for zero harm applies as much to the environment as it does to health and safety. It makes good business sense to protect our reputation and reduce our energy consumption and environmental impact.

## 2020 onwards

As we move towards 2020 our goal is simple; to maintain the pace and progress which has been achieved in recent years and to be recognised as an industry leader in all aspects of our business.



Myles Le Basse Fitton

Group Compliance Manager

12<sup>th</sup> February 2019