

**Our principles:**

- Luce Bay Group recognise that we must integrate our business values and operations to meet the expectations of our customers, employees, regulators, investors, suppliers, the community and the environment.
- We recognise that our social, economic and environmental responsibilities 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 and, where possible, maintain open dialogue to ensure that we fulfill the requirements outlined within this policy
- We shall be open and honest in communicating our strategies, targets, performance and governance in our continual commitment to sustainable development.
- The directors are 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 employees throughout the company.

**Our partnership focus:**

- We shall strive to improve our environmental performance through implementation of our Sustainable and Environmental policies.
- We shall ensure a high level of business performance while minimising and effectively managing risk.
- We shall encourage dialogue with local communities for mutual benefit.
- We will register and resolve customer complaints in accordance with our standards of service.
- We shall support and encourage our employees to help local community organisations and activities in our region.
- We shall operate an equal opportunities policy for all present and potential future employees.
- We will offer our employees clear and fair terms of employment and provide resources to enable their continual development.
- 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 honesty, partnership and fairness in our relationships.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship.
- 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.



Adam McIntosh  
Company Director  
01 December 2022



Alastair McIntosh  
Company Director  
01 December 2022