

2020

# Corporate Responsibility Statement



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## Introduction

PlatinumDEX is a company dedicated to supplying services of the highest quality to meet its clients' requirements in a manner that is consistent with high environmental and ethical standards. The company contributes to local charities and communities in areas where it operates its business.

The prosperity of our business and of the communities within which we operate requires a commitment to the sustainable management of our activities. We have therefore developed a set of policies that affect and enhances all areas of our business, and we wish to adopt and commit to the principles and practices, and in implementing these policies, we aim to:

- Be socially and environmentally responsible
- Be ambassadors of good practice.

## Our CSR Policy relates and links to our commitment to:

### Our People

The Company recognises that its reputation and success depend upon the efforts, integrity, and commitment of its people. Employee engagement with the whole Company is a priority and there are a number of communication channels in place to help employees develop their knowledge of the business. We are committed to:

- The well-being and continual development of our people and to training our workforce, where employees are appreciated, valued, and given regular feedback so that each employee has a clear understanding of their role and how they contribute to the business.
- We operate a meritocracy, where all employees are recognised and rewarded on the basis of their performance, effort, contribution, and achievements.
- We expect our employees to act with integrity towards one another and exercise a high standard of business practice and workmanship.
- We support diversity, fairness and equal opportunities and aim to involve and consult regularly with employees as to the direction of the business.
- We remain focused on bringing people into IT by recruits graduates from a variety of disciplines to work with us.

### Clients & Customers

We aim to build long term relationships with all our clients/customers and other stakeholders by understanding their objectives as they evolve over time and meeting their needs, to give fair value, consistent quality, and reliability, and have the highest professional and ethical standards, be honest, open, and transparent in all our dealings with clients/customers. We commit to:

- Ensuring that all our documentation about the business and its activities are clear, informative, legal, decent, honest, and truthful
- Being open about our products and services and telling clients/customers what they want to know
- Ensuring that if something goes wrong, we will acknowledge the problem, deal with it, and prevent any future recurrence
- We will listen to our clients/customers in order to help us improve the products and services we offer to them.

## The Environment

We have implemented an environmental policy appropriate to our business. We are aware of our environmental impact as a business and have taken and continue to take appropriate steps to mitigate that impact, including setting environmental objectives and targets, implementing procedures and providing training so employees and contractors understand their environmental responsibilities and can seek to improve our environmental performance.

- Care for the environment is one of our key responsibilities and an important part of the way in which we do business.
- We review & develop our management processes to ensure that environmental factors are considered during planning and implementation.
- Our continual improvement in environmental activities and processes coupled with minimisation of pollution and cost savings
- Working to reduce our carbon footprint with independent verification. These actions are supported by our Green Team who identify methods to reduce our carbon emissions
- Be Eco-efficient, underpinned by our clients/customers' policies ensuring compliance to directives such as the WEEE Directive,
- Managing our client's/customer's entire lifecycle of their IT solutions in a more eco-efficient manner, reducing energy consumption, re-using redundant systems, and managing the disposal and recycling of systems that are beyond their useful working life.

## Health & Safety

We aim to achieve and maintain the highest standards of health and safety and provide a safe and healthy working environment for all our activities and have a current and effective written health and safety policy that is regularly reviewed and updated.

## Sustainability

We aim to apply a best practice approach to all our processes that support the principles, policies, and procedures on which sustainable business activity is based, and to seek to minimise the adverse environmental effects of people travelling to and from our offices and operate our vehicle fleet efficiently by reducing unnecessary travel.

## Standards of Business Conduct

We recognise that good CSR embraces all aspects of sustainability and the way we affect people through our business operations, and aim to operate in a way that safeguards against unfair business practices, and believe that a responsible approach to developing relationships between companies and the communities they serve, global or local, is a vital part of delivering business success. We aim to be a good employer expanding our business and developing our staff to meet the needs of our clients/customers. We are committed to:

- Ensuring that our business is conducted in all respects according to rigorous ethical, professional, and legal standards
- Endeavouring to ensure that all Stakeholders are taken into consideration in the decision-making and management processes of our services
- All groups and individuals with whom we have a business relationship will be treated in a fair, open and respectful manner
- Encouraging our clients/customers and vendors to give feedback on our performance and ensure that all comments are analysed, responded to and where appropriate, acted upon.

## Equality and Diversity

The Company acknowledges the importance and contribution of its employees and as a global business, values people from all cultures, nationalities, religion, and ethnicities irrespective of characteristics such as age, gender, marital status, sexual orientation or physical or mental disability. The Company is committed to:

- Building a diverse organisation to maximise the skills available to us in the jurisdictions in which we operate.
- Eliminating discrimination on any grounds and promote equality of opportunity throughout our organisation
- Ensuring that our clients/customers and contractors work together in confidence and are treated with respect by each party
- Bringing a better gender balance to our workforce and we actively encourage women to apply for technical and senior sales roles. For further details please see our Gender Pay Gap Report
- Our range of services will take account of the needs of a diverse client/customer base.

## Human Trafficking and Slavery

We are committed to a work environment that is free from human trafficking, forced labour and unlawful child labour (“human trafficking and slavery”), and we will not knowingly use unlawful child labour or forced labour in any of the products and/or services we provide, nor will we accept products and/or services from vendors/suppliers that employ or use child labour or forced labour.

## Vendors (Suppliers)

We aim to create and maintain strong relationships with key suppliers and contractors, and to choose suppliers that share our ethos in relation to employment practices, quality, and environmental controls. This will be communicated to all suppliers and potential suppliers.

- We will use local vendors and contractors wherever possible taking into consideration their environmental performance and policies
- Where possible vendors will be encouraged to help us achieve our policy aspirations in the delivery of our products and services
- We will continue to work with vendors to reduce the amount of packaging and waste materials where possible.

## Ethics and Ethical Trading

The company will ensure clear visibility through our supply chains and will ensure that contractors uphold our standards and behaviours consistent with our requirements.

## The Community

We recognise and understand the significance of the local community within which we operate. We aim to enhance our contribution to the community by being sensitive to the needs of local people and groups and promoting ethical and socially responsible trading. We actively support and donate to charities/non-profit organisations within our community,

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