

# CHILTERN GLASS FIBRE

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## CORPORATE SOCIAL RESPONSIBILITY CODE OF CONDUCT





## Introduction

Chiltern Glass Fibre understand, as a responsible employer, that their activities impact the societies in which they operate in a variety of ways, as well as their customers, employees, business partners, shareholders and public entities. The provisions laid out within this Code of Conduct state the minimum requirements that Chiltern Glass Fibre hold themselves to however under no circumstances does this prevent them from exceeding these requirements.

## Business Continuity Management

Chiltern Glass Fibre have an establish business continuity system that is active within the business practices and is reviewed on a regular basis. By maintaining this business continuity system and ensuring its relevance though regular reviews, Chiltern Glass Fibre are able to maintain the continuity of service to all of its customers in the event of a crisis.

## Environmental

Chiltern Glass Fibre understand the importance of managing our activities properly to ensure they are conducting themselves in an environmentally responsible manor that's does not adversely affect the society in which they operate. To do so, they maintain an accredited environmental management system (ISO14001) which ensures their compliance with the necessary legislation and customer requirements and cultivates a culture of the continuous improvement of their environmental practices through the establishment and monitoring of environmental objectives and targets. Our environmental management system also ensures that our supply chain operates in an environmentally conscious and sustainable manor through supplier assessments / evaluations permitting them to reduce their environmental impact.



## Principles of the Code

### 1. Legal compliance

- a. Chiltern Glass Fibre ensures that all of its business activities are conducted in full compliance with the laws, rules and regulations to which it must adhere.

### 2. Organisational governance

- a. Chiltern Glass Fibre has spent time to develop, implement and maintain the necessary procedures, policies and management systems (both formal and informal) to effectively allow them to make and implement decisions, including those decisions regarding social responsibility.

### 3. Anti-bribery and corruption

- a. Chiltern Glass Fibre operates with zero tolerance to bribery and corruption. Chiltern Glass Fibre employees, agents and other representatives are prohibited from giving or receiving money or gifts which could be construed as bribes.

### 4. Anti-trust and fair competition

- a. Chiltern Glass Fibre prohibits practices that seek to increase business performance through illegitimate efforts.

### 5. Whistleblowing

- a. Chiltern Glass Fibre are aware that employees can be the first people to realise that something is wrong with the organisation they are employed by but can sometimes feel conscious about expressing their concerns. Chiltern Glass Fibre therefore has a Whistleblowing Policy in place enabling whistleblowers to safely voice any concerns.

### 6. Human rights, slavery and labour practices

Chiltern Glass Fibre treats all its workers with respect and ensure that their human rights are protected and promoted, this includes but is not limited to:

#### 6.1 Employment relationships

- a. Chiltern Glass Fibres employment process enables them to ensure that all workers on the premise are documented and have a legal right to work
- b. Chiltern Glass Fibre ensure that all workers are provided with written and understandable information regarding their employment conditions

#### 6.2 Modern slavery

- a. Chiltern Glass Fibre operate a zero-tolerance approach to modern slavery with their organisation as well as amongst its commercial partners.
- b. Chiltern Glass Fibre prohibit forced, compulsory or trafficked labour or anyone held in slavery or servitude.



### 6.3 Working conditions are safe and hygienic

- a. Chiltern Glass Fibre ensures that safe and hygienic working environments are provided for all of their workers.
- b. Adequate steps are taken to prevent injuries that arise working activities relating to Chiltern Glass Fibre and its working environment.
- c. Chiltern Glass Fibre ensures that workers receive the necessary health and safety training on a regular basis.
- d. Chiltern Glass Fibre provide access to clean toilet facilities, potable water and sanitary food storage facilities.
- e. When providing accommodation Chiltern Glass Fibre ensure that it is clean, safe and meets the needs of the workers.
- f. Chiltern Glass Fibre assign a representative of senior management to health and safety and regular risk assessments must be conducted.
- g. Access to adequate medical assistance and facilities are be provided to all workers.

### 6.4 Child labour

- a. Chiltern Glass Fibre recruits no child labour. They have robust age verification checks in place and abide by the minimum age legislation put in place.

### 6.5 Compensation is paid

- a. Chiltern Glass Fibre ensures that the wages and benefits paid for a standard working week **always exceed those of the minimum wage**
- b. Chiltern Glass Fibre does not take any deductions from employees wages as a disciplinary measure. Unless given expressed permission from the worker or bound by law.

### 6.6 Working hours

- a. The working hours, excluding overtime, must not exceed 48 hours per work. All overtime is conducted on a voluntary basis.
- b. Overtime is used responsibly, taking into account the: extent, frequency, hours worked by individual workers and the workforce as a whole.

### 6.7 Discrimination and equal opportunities

- a. Chiltern Glass Fibre treats all workers with respect and dignity.
- b. Chiltern Glass Fibre conducts its employment relationships on the basis of fair treatment and equal opportunities. Chiltern Glass Fibre operates a zero-tolerance approach to discrimination.



#### 6.8 No harsh or inhumane treatment is allowed

- a. Chiltern Glass Fibre are committed to maintaining a working environment that is free of inhumane treatment and harassment
- b. Chiltern Glass Fibre does not tolerate physical abuse or discipline. The treatment of physical abuse, sexual or other harassment and verbal abuse, corporal punishment, mental coercion, physical coercion or other forms of intimidation

#### *6.9 Disciplinary procedures and grievances*

- a. Chiltern Glass Fibre records and explains to workers all disciplinary actions and performance management actions. Workers have the right to trade union or other appropriate representation at disciplinary action which may lead to significant disciplinary penalties or dismissal.
- b. Chiltern Glass Fibres grievance mechanism involves an appropriate level of management and addresses concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned, without any retribution.