

Corporate Social Responsibility Policy

Values & Principles

James Lister & Sons Limited has been a privately owned family business since it was established in 1874. People always have been, and will remain, at the heart of everything we do. Our underlying **values** are

- Loyalty and respect
- Honesty and integrity
- Professionalism
- Teamwork and commitment
- Customer service

These values underpin the **principles** of our approach to Corporate Social Responsibility.

Basically, we want to;

- Care for people
- Care for the environment
- Be honest, legal and "above-board" in all that we do (e.g. we will not tolerate bribery in any direction)
- Be fair – with colleagues, customers and suppliers (and anyone else we "touch")

We constantly re-enforce, through all our discussions and communications, that profit is secondary to meeting these values and principles.

The owners and directors of the Company are responsible for the management of this policy, and they, along with all employees, for its implementation.

Practice

We implement and maintain this approach through;

Reinforcing the right culture

For example everyone in the company is regularly communicated with via team or one-to-one meetings, Company Updates and the annual Project poster explaining the Company and department objectives. We provide resources to maintain a safe and healthy working environment and to enable employees' continued development

Working towards recognised standards

We are accredited to ISO9001, ISO14001 and ISO45001. We are members of the British Fluid Power Distributors Association and work within the guidelines of all these and many other organisations.

Written procedures and specific instructions

From a detailed Employee Handbook, including policies such as equal opportunities, public interest disclosure, bullying and harassment, and anti-bribery, to a Quality, Environmental and Health and Safety (QEHS) Manual, including issues such as suitable selection of suppliers, avoiding those utilising child labour, and detailed instructions on how to resolve complaints, we ensure that all employees fully understand their rights and responsibilities.

Continuous Improvement

We realise that it is a never-ending task to achieve and maintain a good level of CSR and constantly encourage and support all employees to develop new ways to move us forward. This is both through informal and more structured means



Peter Davies
Chief Executive

19 September 2012

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