



# FOODS AND INNS LIMITED

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## **CORPORATE SOCIAL RESPONSIBILITY POLICY**

**Foods And Inns Limited seeks to be a good corporate citizen in everything that it does.**

We have therefore determined to bring together our existing operating principles into one framework policy under the heading of Corporate Social Responsibility (CSR). The principles encompassed in this policy cover all areas of the Group's operations and have been developed and continue to be reviewed against and updated by reference to relevant codes of corporate governance

The F&I Board of Directors supports the principles set out in those codes and standards and the aim of this policy is to translate that support into a set of guidelines and standards that set a common approach for F&I to provide practical guidance for our managers and employees on the ground.

### **Compliance, monitoring and reporting**

Compliance with this policy will be continuously monitored and subject to review by the Board of Foods and Inns limited, supported by the Audit Committee.

Each local manager is responsible for ensuring that the principles set out in this policy are communicated to, understood and observed by all employees and for ensuring compliance in their area of responsibility.

## **SECTION 1**

### **CODE OF BUSINESS ETHICS**

This code applies to all of the operations of Foods and Inns Limited and sets out the minimum standards which the Board of Foods and Inns Limited expects from staff in their internal and external dealings with colleagues, customers, stakeholders and third parties.

#### **1.1 Basic Standards of Conduct**

- (a) We will conduct every aspect of our business with honesty, integrity and openness, respecting human rights and the interests of our employees, customers and third parties.

- (b) We will respect the legitimate interests of third parties with whom we have dealings in the course of our business.
- (c) We will maintain the highest standards of integrity – for example, we will not promise more than we can reasonably deliver or make commitments we cannot or do not intend to keep.

## **1.2 Employees**

Foods and Inns Limited

- (a) **is committed to creating and maintaining a safe and healthy working environment for its employees.**
- (b) will strive to create a workplace in which there is mutual trust and respect and where every person feels responsible for the performance and reputation of our company.
- (c) will respect the individual and each other's rights, customs and traditions including the right to freedom of association and the right to decide whether or not to join a trade union and will negotiate in good faith with the properly elected representatives of its employees.
- (d) will work towards achieving a diverse workforce, recruiting, employing and promoting employees only on the basis of objective criteria and the qualifications and abilities needed for the job to be performed.
- (e) will maintain good communications with employees through our information and consultation procedures.
- (f) will assist employees in realising their potential.

## **1.3 Customers**

- (a) Foods and Inns Limited is committed to providing safe, value for money, high quality, consistent, accessible and reliable services to its customers.

## **1.4 Shareholders**

- (a) Foods and Inns Limited will conduct its operations in accordance with the principles of good corporate governance.
- (b) We will provide timely, regular and reliable information on the business to all our shareholders.

## **1.5 Compliance with Law**

- (a) All members of the company will comply with the laws and regulations applicable wherever they do business.

## **1.6 Community Involvement**

- (a) Foods and Inns Limited strives to be a good corporate citizen and to fulfil our responsibilities to the societies and communities in which we

operate.

## SECTION 2

### SAFETY AND SECURITY

#### 2.1 Safety

The health and safety of our employees and customers is our paramount concern. Safety underpins all our operations and our central motto is “If you cannot do it safely, don’t do it”.

We have developed the following high-level health and safety policy, which underpins all of our operational health and safety policies:

(a) **General Statement**

**The Board of Directors of Foods and Inns Limited is committed to ensuring, so far as is reasonably practicable, the health, safety and welfare of all of its employees at work and also the safety of customers and others.**

(b) This policy seeks continuous improvement and compliance with legislation, having proper regard to the protection of people, premises, property and the environment. It is based on the principles that:

- All injuries can be prevented
- The goal is zero injuries
- Safety is the responsibility of all employees
- Working safely is a condition of employment
- There are adequate arrangements and organisation for health and safety in place within their area of responsibility
- Responsibilities for carrying out these arrangements are clearly allocated
- All staff are given appropriate information, instruction and training
- Adequate supervision is provided to ensure compliance with policies and safe systems of work
- All other legal and statutory duties on health and safety incumbent upon Foods and Inns Limited are complied with in all their operations and locations
- Performance targets are set to achieve a step change in safety performance
- Adequate resources are allocated and competent persons are appointed to support the achievement of the above objectives.

(c) We will continually monitor the health and safety performance of our operations which will be subjected to periodic safety audits to assess performance.

## **SECTION 3**

### **EMPLOYMENT**

In formulating its employment policies, Foods and Inns Limited is guided by the framework established by the Organisation for Economic Co-operation and Development (OECD).

#### **3.1 Equal Opportunities and Diversity Policy**

- a) The Board of Directors of Foods and Inns Limited is committed to equality of opportunity both in the provision of services to the public and as an employer. This policy sets out Foods and Inns Limited commitment to treat equally and with fairness at all times its employees, customers, contractors and those who come into contact with the company.
- (b) We are committed to seeking continuous improvement and compliance with legislation based on the following principles.
- Everyone has the right to be treated with dignity and respect.
  - We will not discriminate on the grounds of race, gender, disability, nationality, religion, philosophical belief, political belief, age, sexual orientation, family status, trade union activity or any other factor.
  - We will adopt fair and inclusive practices throughout our operations and will seek to eliminate all prejudice, discrimination, bullying and harassment.
  - All employees have a personal responsibility for the practical application of this policy in their day-to-day activities and must support the policy at all times.
  - Non-compliance with this policy will be treated seriously and will not be tolerated.
- (c) The Board of Directors of Foods and Inns Limited and the Managing Directors are required to ensure:
- They create a productive and safe working environment, promoting diversity and inclusion in their workforce;
  - They develop new practices, as appropriate, to ensure all employees, contractors and customers are treated fairly; and
  - They can demonstrate continuous improvement in practices to promote diversity and equal opportunities for all.

#### *Partner Organisations*

- (d) We are committed to actively working with partner organisations to ensure our policies, procedures and practices are in line with best practice.

### *Practices and Standard Operating Procedures*

- (e) Each division and operating company will put in place practices and standard operating procedures to ensure the commitments in this policy are applied and implemented throughout the organisation.

### *Recruitment*

- (f) All recruitment will be carried out with regard to fairness, equality and consistency for all candidates at all times. Recruitment practices will be inclusive and we will endeavour to ensure there are no barriers to employment of suitable candidates.

### *Staff Training*

- (g) We will provide our staff with the necessary guidance and training to ensure the effective implementation of this policy and to ensure we are an inclusive employer and service provider.

### *Complaints*

- (h) Any employee who feels that he or she has grounds for complaint in relation to bullying, discrimination, harassment or victimisation has the right to pursue the complaint through our grievance procedures. Customers who feel they have grounds for complaint may pursue these through our operating company customer complaints procedures. We will ensure our complaints/feedback procedures can be accessed and used by everyone.

### *Reporting*

- (i) We are committed to monitoring and reporting on our actions and achievements in relation to implementing this Diversity policy both internally and externally.

## **SECTION 4**

### **COMMUNITY**

#### **4.1 Community**

Our relationships with the local communities we serve are therefore very important to us and are an essential part in the growth of our business. When developing our services, we have a role to play in improving services for the community as a whole and not just our individual customers.

Through our community strategy, we therefore engage with the community at a range of levels. Through our community strategy, we

seek to play our part in promoting socially inclusive policies, encouraging the young and disadvantaged and helping older members of the community and the disabled.

In line with our core values, our community strategy incorporates the following elements:

- Engagement with the local communities in which we operate on the quality of our services and any changes to those services;
- Offering employment opportunities to all sectors of the community through non-discriminatory policies and promoting opportunities to disadvantaged and vulnerable groups;
- Promoting engagement between our staff and the community;
- Supporting local community groups and charities;
- Improving the environment in and around our operations;
- Promoting broader opportunities for workplace learning;
- Supporting local initiatives for the development and education of young people in the areas we serve; and
- Working closely with local law enforcement agencies to address anti-social behaviour, crime and vandalism as well as promoting road safety.

In addition, local companies provide support to community based charities and projects in their respective areas including support for employees' efforts in fund raising and for small-scale projects.