

Corporate Responsibility Guiding Principles

Review date October 2008

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Introduction

Safety Net Associates recognises its duty to behave responsibly in these business activities and towards those whom its actions affect. We have developed a set of policy commitments, known as Guiding Principles, to express how we view these responsibilities. They are reviewed annually to ensure they remain relevant.

Corporate Social Responsibility at Safety Net Associates:

Investment

- Promoting responsible business practices in the companies in which we invest

Customer Experience

- Providing good value, fit for purpose products which meet or exceed customers' reasonable expectations
- Communicating in a clear, appropriate and accessible way
- Delivering a positive experience throughout a customer's relationship with us

Associate Relations

- Working in close partnership with our associates
- Providing a flexible, supportive, healthy and safe working environment
- Adopting policies and practices which encourage an appropriate work/life balance
- Applying open and fair processes for recruitment and promotions
- Promoting our Values: customer focus, teamwork, open and fair, and results driven

Suppliers

- Dealing with suppliers fairly and objectively at all times
- Promoting and encouraging responsible business practices by the suppliers of our goods and services

Environment

- Minimising any negative impact on the environment arising from our business activities

Community Involvement

- Investing in charitable causes and social enterprises which are closely aligned to our business activities
- Supporting the community as a whole, but especially those communities in which our main offices are based
- Supporting and encouraging our employees in their charitable and community involvement