



CORPORATE & SOCIAL RESPONSIBILITY POLICY

Company Policy

The DBS Group of Companies incorporating Airflow Design Services recognises that our corporate and social responsibility is crucial to our values and operations and in expressing our commitment to our stakeholders. They include customers, employees, investors, suppliers, the community, and the environment.

We recognise that our social, economic, and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.

This Statement is about how the DBS Group of Companies takes account of its economic, social, and environmental impact in the way it operates as a business. By demonstrating our commitment to Corporate Social Responsibility we aim to align our business values, purpose, and strategy with the needs of our clients, whilst embedding such responsible and ethical principles into everything we do.

We build relationships with our customers, suppliers, and the local communities we are part of, by encouraging our employees to consider the needs of others and involve themselves in public service. We will obtain a wide range of views on our social and environmental policies and performance.

The operational and ultimate responsibility for the commitment to our Corporate & Social Responsibility principles lie with the Directors of the DBS Group of Companies, although every employee is expected to give their full co-operation to the principles in their activities at work. Consultants or visitors are also expected to apply our environmental principles.

The effectiveness of the Policy Statement will be monitored and reviewed at least annually to ensure the Company's continuing compliance with any relevant legislation and to meet new business requirements and to identify areas in need of improvement.

Our Employees

We are extremely proud of our employees, who are at the heart of our ability to continuously strive to deliver an extraordinary Customer Experience and understand the instrumental role they play in our success.

We will respect our employees and encourage their development and training. We will promote equality as differences in responsibilities permit and consider the interests of our employees including their welfare and health and safety. We aim to empower our employees and we will recognise individual contributions and reward our employees fairly. Our ultimate aim is the happiness of our employees through their worthwhile and satisfying employment in a successful business.

- We shall operate an equal opportunities policy for all present and potential future employees and will offer our employees clear and fair terms of employment and provide resources to enable their continual development
- We shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement
- We shall provide safeguards to ensure that all employees of whatever nationality, colour, race, or religious belief are treated with respect and without sexual, physical, or mental harassment

- We shall provide, and strive to maintain, a clean, healthy, and safe working environment in line with our Health and Safety policy and safe systems of work.

Customers

The DBS Group of Companies seeks to ensure that it deals responsibly, openly, and fairly with existing and potential customers with a service hallmarked by integrity, quality, and care by:

- Ensuring that all our advertising and documentation about the business and its activities are clear, informative, legal, decent, honest, and truthful
- Being open and honest about our products and services and telling customers what they want to know, including what we do to be socially responsible
- We will register and resolve customer complaints in accordance with our standards of service - ensuring that if something goes wrong, we will acknowledge the problem and deal with it
- We will listen to our clients so that this can help us improve the products and services we offer to them
- Ensuring that we benchmark and evaluate what we do in order to constantly improve our competitive edge in the marketplace.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices.

Local Community

The DBS Group of Companies also ensures that our work with the local community involves:

- Encouraging volunteer work in community activities
- Supporting local schools
- Supporting local fund-raising activities.

Environment

Protection of the environment in which we live and operate is part of the DBS Group of Companies values and principles and we consider it to be sound business practice. Care for the environment is one of our key responsibilities and an important part of the way in which we do business.

This statement is supported by our Environmental Policy

This policy is subject to regular review to reflect changes in legislation and to ensure continued effectiveness. All staff and subcontractors have been advised of this policy and its implications to the company and are required to adhere to this policy at all times. Failure to comply with this policy by any person engaged by the DBS Group is considered to be gross misconduct and liable to disciplinary procedures.



Signed : _____ Date : _____ 25/03/2024 _____

Steve Byrne
Group Managing Director