

# Responsible Business Statement

Davies is committed to conducting our business in a socially responsible and ethical way. In doing so we adopt policies and arrangements which recognise both our own social, economic, and environmental beliefs and those of our clients and partners. As a responsible business Davies respects the interests of, and acts with honesty and fairness towards, its customers, employees, suppliers, competitors, and the broader community. Davies respects all applicable national and international laws, regulations and conventions, while trading fairly and competitively, in all the jurisdictions that we operate.

## Purpose

This document sets out Davies's stance regarding Responsible Business, its principles and focuses on behaving and working in a corporately and socially responsible manner. Davies will adhere to all relevant regulations and good practice guidelines to ensure it conducts business in a socially responsible way.

## Scope and applicability

This statement applies to all individuals working for or on behalf of Davies Group at all levels and grades, including all subsidiaries and their employees, contractors, and sub-contractors, regardless of location or business unit.

## What is a Responsible Business?

Responsible Business refers to the way in which businesses ensure that all of their activities positively affect society as a whole. The main principles surrounding responsible business is to ensure that companies work ethically, considering human rights as well as the social, economic, and environmental impacts of how they do business. The key principles will be discussed below.

## Business Ethics and Fair Treatment

Davies believes that good ethics and good business are not only compatible but essential, and together produce the best long-term results for customers and staff. Ethical business practices reflect how we will deal with our staff, our clients and customers and our supply chain. It is reflected throughout the Groups culture, our values, policies, and the way we are expected to behave.

Our vision and commitment to Treating Customers Fairly reflects and reinforces this. We have our client and customer's best interest at heart and endeavour to provide first class customer experience.

Davies is responsive to customer and client needs and provides a quality assured service that intrinsically incorporates all relevant legislative considerations.

We treat our clients' customers fairly at all times and respond to their issues and concerns in accordance with the business's regulatory requirements. We act with empathy and manage expectations by ensuring that everyone involved is fully informed at all times.

We understand that the quality of our service has a direct impact on our client's brand integrity. At every point in our business, we actively measure our service and implement best practice.

### Employees

Our people are our most valuable commodity. Therefore, Davies respects the values of employees, providing good conditions of work and equal opportunities, recognising, and supporting diversity and improving employee satisfaction and through training, developing their intellectual capacity for their greater benefit and quality of life.

Davies aims to select the best talent within the market in a legal, unbiased, and objective way to build a strong, diverse, and inclusive workforce that enables innovation and creativity to thrive; providing the right mix of skill and experience across all levels so that the highest level of client service and performance outcomes can be achieved.

Employees are guided by clear principles and statements of behaviour which set high standards for our employees, so collectively we work together to form a company where people want to work. We promote a culture and create working environments that embraces diversity, and we work to ensure that individual and collective worker behaviours reflect this throughout the organisation at all times.

### Health and Safety

At Davies we ensure that Health and Safety practices are embedded in our everyday activities and processes to ensure a safe working environment, wherever that may be.

Davies recognises that good physical and mental health and safety management makes a significant contribution to the health and wellbeing of employees as a result improving business performance.

We work hard to ensure a high standard of care for our employees and others who may be affected by our business activities. We constantly look for ways to reduce the potential for injury and ill health which in turn reduces the potential for unnecessary losses and liabilities.

### Environmental Impact

Davies acknowledge that we have an important responsibility to our employees, to our customers, to our suppliers and the welfare of society at large. Davies aims to protect and conserve the environment and avoid wasteful use of resources. As a responsible business, Davies ensures that its business complies with the relevant environmental legislation in the locations in which we operate.

We welcome opportunities to contribute positively to the maintenance and enhancement of environmental resources. At Davies we have clear objectives to minimise any impact on the environment, for example by preventing pollution, reducing waste, protecting, and preserving natural habitats, reducing our carbon footprint and being energy efficient.

### Sustainability

Davies is committed to being sustainable through building strong relationships with its key stakeholders and taking into consideration issues that matter to them.

Sustainable growth is a key focus area at Davies, we consider the impact to the communities that we interact with, whilst also considering the energy efficiency of dwellings, transport, meeting social and economic needs.

Davies aims to reflect our commitment to sustainable development through the way we use energy and water, and at the same time to minimise any waste.

### Suppliers and Partners

We expect our suppliers and partners to share our philosophies and values, and to implement policies and procedures that align or are otherwise compatible with our approach to the issues set out in this statement.

To ensure this occurs in practice, Davies has a robust supplier selection process which includes robust background checks and the completion of several due diligence requirements that ensure we are dealing with suppliers who not only have values similar to ours but are as committed as Davies to delivering those values in all they do for us. We endeavour to treat suppliers fairly and expect our partners to also follow these responsible business practices.

### Community Involvement

Davies recognises the advantages that come from supporting the communities in which it operates. We actively are involved in our local communities to support those most in need.

Davies also supports charitable causes in the locations we operate across the globe with fund-raising through the Davies Foundation.

We provide apprenticeship training to individuals developing their career, we educate young people in order for them to make the most of the opportunities available to them.

### Ethics, Governance & Compliance

Davies operates an ethical business, abiding to a policy of strict compliance with the laws and regulations governing its business, not only as a legal obligation, but also because it is good business practice.

Davies strives to create an environment in which the application of high legal and ethical standards by all employees is the natural approach to business. These standards enable us to ensure that our interactions between Clients and Customers are of a high standard.

We ensure compliance with those ethical standards through a robust governance framework that is woven through all levels of our business, ensuring Board, management and personal accountability for the delivery of our policies and procedures, making sure that all parts of our business practice what we preach.

### Training and communication

Davies is committed to ensuring that our people are trained to the highest possible standards and ensuring that all of our people understand the key responsible business principles.

Therefore, all new colleagues receive training around key responsible business requirements as part of their on-boarding process, and thereafter on an annual basis.

We also ensure open and transparent communication regarding Responsible Business matters and provide periodic communications to our people regarding this Policy.

### Monitoring and review

Davies is committed to managing and improving its corporate governance and internal controls on a regular basis. We are continually establishing new systems and procedures, whilst maintaining existing ones.

As part of the oversight framework within the Davies Group, we undertake regular review of the policy, controls, and their effectiveness. Any improvements identified are implemented as soon as possible.

Regular reporting is also provided to our Board members where material risks and issues are discussed.

### Responsibilities and Raising Concerns

Our people are required to escalate any concerns they have. We nurture an open and honest culture within Davies, any employee that raises a concern will not be treated differently for doing so.

Any employee who is found to be behaving or conducting business practices in an illegal, unethical, or contrary to the company's values, policies, or procedures, may face disciplinary action.

### Speak Up

As part of our Speak Up policy, Davies confirms that no employee will be punished or subjected to any detriment by reason of having made a disclosure in good faith. Any harassment, victimisation, or less favourable treatment of any person on such grounds will be treated as a matter to be investigated under the internal Conduct & Capability Policy.

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