



Flowstore Systems Ltd  
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## **Flowstore Corporate Social Responsibility Policy Statement**

This Statement is about how Flowstore Systems Ltd 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 responsible and ethical principles into everything we do.

The elements of this Statement cover our approach in dealing with our staff, clients, suppliers and the local community in an effort to reduce environmental impact, and encourage fair methods in business and employment.

### **Environment**

Protection of the environment in which we live and operate is part of Flowstore's 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. See separate issued Environmental Policy issued 19 Oct 2011.

### **Employees**

Flowstore is an equal opportunity employer. We will endeavour to treat all employees equally and fairly and encourage them to apply these principles amongst themselves. We will use professional advisors to ensure our personnel practices are up to date with legal requirements. See HR4UK.com

### **Health and Safety**

We will ensure that current legislation is adhered to and that our Health and Safety policy is managed and updated in a professional and responsible manner. See Separate Policy and documentation from The Health And Safety People

### **Community**

The Directors will also ensure that our work activities promote working with and supporting national or international charities and other constructive initiatives. We will ensure our business activities do not harm our local community.

### **Ethics**

Our ethical principles will particularly apply to our financial affairs. Bribery will be strictly not tolerated whether affecting customers or suppliers. This is embodied in our Travel and Expenses Policy and Employment contracts.



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### **Customers & Suppliers**

The Directors and management will also ensure that we deal responsibly, openly and fairly with clients and potential clients 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 avoid pressure selling techniques.

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..

The Directors will also ensure that we deal responsibly, openly and fairly with suppliers by:

Using local suppliers where possible

Endeavouring to abide by agreed payment terms.

Suppliers and visitors are also expected to apply our environmental principles. We will endeavour to ensure that international suppliers apply good practices in areas of environmental impact and social responsibility.

The operational and ultimate responsibility for the commitment to our corporate social responsibility principles lies with the Directors of Flowstore Systems Ltd. Every employee is expected to give their full co-operation to the above principles in their activities at work.

The effectiveness of the Policy Statement will be monitored and reviewed at least annually by the Directors 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. We will also ensure that all areas changes will be brought to the attention of employees as necessary.

**Simon Dennis, Managing Director, Flowstore Systems Ltd**

**21 Oct 2011**