

OUR VALUES.

WE CARE ABOUT ... our people
... our customers
... our workplace
... our communities

WE DO ... solutions not problems
... what we agreed
... the right long-term decisions
... without wasting time or money

OUR GUIDING PRINCIPLES.

01

WE KEEP PEOPLE SAFE AND HEALTHY.

As a heavy industrial business, we must keep health and safety at the forefront of our minds and our culture. Our goal is to make every day a SHE Perfect Day with no injuries, no accidents and no harm to the environment. We also aim to help our colleagues maintain good mental health and wellbeing.

WORKING SAFELY

- ✓ Local and regional safety representatives
- ✓ STOP Work authority in place for all colleagues
- ✓ SHE Life Rules to keep safety focus on critical tasks
- ✓ Regular safety training
- ✓ Standard ways of working

LOOKING AFTER WELLBEING AND MENTAL HEALTH

- ✓ 24 hour Employee Assistance Programme
- ✓ Mental health and wellbeing community on Workplace
- ✓ Flexible working to improve work life balance

02

WE ARE ENVIRONMENTALLY & SOCIALLY RESPONSIBLE.

EMR is a global leader in sustainable materials. Our core business is the recycling of metals and plastics from a range of public, commercial and industrial waste streams. Sources include end of life vehicles, consumer products, industry, construction and demolition. Using recycled materials to create new products has a huge environmental impact, saving between 50% and 90% of the energy and water consumed when creating the virgin equivalent. We recycle around 10 million tonnes of metals and plastics every year, resulting in savings of around 10 million tonnes of CO2.

ENVIRONMENTAL

- ✓ Work to apply our environmental principles in business decisions
- ✓ We make particular effort to resolve conflicts between environmental and economic outcomes
- ✓ We provide regular training on our standard ways of working and environmental systems

SOCIAL

- ✓ Understand our communities' needs and help where we can
- ✓ Provide good local jobs
- ✓ Go the extra mile to help those from disadvantaged backgrounds
- ✓ Minimise our environmental impact on the community

03

WE TREAT PEOPLE WITH RESPECT AND DIGNITY.

We value our people at EMR and place great emphasis on maintaining a respectful and fair work culture. We aim to provide good career opportunities

- ✓ Principles for equal opportunities at work implemented in all actions and decisions
- ✓ Anyone must feel able to challenge or speak up if they witness any form of discrimination, harassment or bullying via an external and confidential speak up hotline
- ✓ No retaliation for anyone who speaks up, no matter what the outcome
- ✓ Prevent modern day slavery: only work with companies on our approved supplier list

04

WE CONDUCT BUSINESS WITH INTEGRITY.

The respect that others have for the way that we do business is one of the ways that we measure our success. Our commitment to conducting business in the right way is one of the defining elements of our culture at EMR.

- ✓ **WE NEVER:** change or falsify records, exaggerate facts or give our log-in details to someone else
- ✓ **WE ALWAYS:** Communicate promptly and honestly, ensure we can deliver what we have promised, treat all customers and suppliers with courtesy and respect.
- ✓ **WE NEVER:** give or receive anything that could be considered a bribe
- ✓ If in any doubt, **WE ASK**

05

WE PROTECT THE COMPANY'S INTERESTS AND REPUTATION.

EMR has a long history of reinvesting profits. We are committed to working in a way that upholds our company's interests and reputation in order to maintain our ability to reinvest in our people, our operations and our future growth.

- ✓ We make good financial decisions
- ✓ We ensure we follow the correct financial decision making procedures
- ✓ We operate a responsible supply chain
- ✓ We protect the privacy and integrity of the personal data we hold
- ✓ We act responsibly on the Internet and on Social Media

