

CORPORATE RESPONSIBILITY POLICY



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1. INTRODUCTION

FEI applies Corporate Responsibility by taking actions/measures to positively impact on Customers, Staff, Suppliers, Marketplace, Community and the Environment.

This Policy and Strategy/Management System for areas mentioned above is in place in all FEI Sites and appropriate training is in place with regard to these policies and Management Systems for all staff.

It is the aim of FEI to drive Corporate Responsibility from Board Members down and involve all staffing tiers within FEI in its deliverance.

The following document details policy, strategy and objectives within our Corporate Responsibility Policy for the Community, Environment, Marketplace, Human Rights and Workplace.

2. THE COMMUNITY

Policy:

FEI has developed a strategy to positively impact on the communities in which we operate.

Strategy:

1. Employ local area staff.
2. Whenever possible, purchase goods in all areas of operations from local businesses.
3. Develop the Malmar Foundation, a registered charity to fundraise and distribute proceeds to local selected causes.
4. Involve the community in the organisation of such functions to develop relationships.
5. Approve a sponsorship budget for local sporting teams.
6. Subsidise service purchases from FEI by the local community.

Performance Measure	Required	Actual
Number of local staff	Min 40%	
Number of business purchased from	As many as it's practicable	
Number of charitable events/donation	As many as it's practicable	
How many events include local representatives?	As many as it's practicable	
Sponsorship expenditure	As many as it's practicable	
Total amount subsidised by FEI in local purchases of service	As much as it's practicable	

3. THE ENVIRONMENT

Policy:

FEI will implement a strategy to positively impact upon the environment.

Strategy:

1. Measure energy consumed.
2. Decrease energy use per head by 10% by the end of 2009 by decreasing electricity utilisation and planning Heating and Air Conditioning system upgrade.
3. Measure business mileage and ensure staff uses only unleaded fuels. Where possible staffs are to share cars as appropriate to decrease fuel consumption with the aim of reducing CO2 emissions.
4. Measure and reduce waste from FEI within allocated staff team.
5. Measure water consumption and target decrease of 10% (historically been unable to measure as very little co-operation from DCC).
6. Recycle papers and toners.
7. Where possible implement returnable packages.
8. Use no chemicals hazardous to the environment.
9. Review environmental legislation and ensure all licences are in place if required.
10. Environmental accreditation deadline reviewed and re-assigned to December 2009.

Measure Objectives	Required	Actual
Environmental/Green team to meet once per quarter and report once per year		
By 2009 decrease energy use by 10% (including limited travel decrease CO2 emissions)		
Is all paper (possible) recycled?	100%	
Are toners recycled?	100%	
Reduce water consumption by 10% by the end of 2009		
Main waste being paper products – target decrease by displaying sign and moving as much as possible to paper free environment		
Is Legislation required?	No	

4. THE MARKET PLACE

Policy:

FEI will implement a strategy to positively impact upon the Marketplace.

Strategy:

1. Provide a quality service to Clients.
2. Set out clearly terms of business.
3. Ensure that we abide by all legislation in place to protect customers and consumers.
4. Ensure that all suppliers are granted equal opportunity in applying for any FEI tender.
5. Pay Suppliers within agreed payment terms.
6. Always abide by FEI ethical charter e.g. refusing bribes etc.
7. Assess services provided by FEI in terms of ethics, customer and consumer safety.

Measure Objectives	Required	Actual
% of Client Complaints	<2%	
Number of Service Failures & % of active time affected.	<2%	
Number of Payment Deadlines missed	<5%	

5. COMPANY VALUES / HUMAN RIGHTS

Policy:

FEI will take steps and develop strategy / work policies to positively affect Human Resource.

Strategy:

1. Ensure we comply with Human Rights Legislation in every country of operation.
2. Meet the International Labour Organisation Fundamental Conventions.
3. No employment authorised for those under 16.
4. No purchase from companies who employ child / forced labour and no provision to a customer who does the same.

Measure Objectives	Required	Actual
Keep Zero % complaint on H.R. Record	0%	
Conduct Corporate Responsibilities Questionnaire to assess, 0% Customer / Supplier who does not comply 100% with Human Rights	0%	

6. THE WORK PLACE

Policy:

FEI will ensure work practices and a work environment, which is safe and positive for all staff and visitors.

Strategy:

1. Provide Terms and Conditions of Employment.
2. Provide a range of Advice Policy documents.
3. Provide a Line Manager, 1 x 1's and appraisal system for each staff member and clear career path and development.
4. Invest in Training.
5. Fair Policy.
6. Equal Opportunities employment.
7. Provide a clean, healthy and safe workplace.
8. FEI is fully unionised – all staff to be asked to join in.

Measure Objectives	Required	Actual
Number of Tribunal findings against FEI	0%	
<2% Staff Complaints	<2%	
Training Investment (target 2% of turnover in 2009)		
Number of staff promoted and trained to Management level from staffing at Agent		