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Corporate Responsibility

1. Purpose:

Phoenix Retail Services are committed to operating in both a responsible and sustainable manner.

The objective of the Corporate Responsibility Policy is to provide all Phoenix Retail Services Stakeholders with a guide on the company's values and beliefs which underpin the conduct of the business and relationships it has.

2. Our Values

- 2.1 Customer Service Excellence – We are dedicated to satisfying customer needs and strive to exceed our customer expectations.
- 2.2 Teamwork – Our team members support each other, are loyal to one another and care for each other
- 2.3 Environment – We care for the environment and promote energy efficiency and the use of recycled and recyclable products.
- 2.4 Honesty – We communicate openly, honestly and accurately with our team members, customers, partners and suppliers.
- 2.5 Passion – we show pride, enthusiasm and dedication in all that we do, and we are committed to selling and delivering high quality products and services.
- 2.6 Respect – we treat our team members, customers, partners and suppliers with mutual respect and sensitivity, recognising the importance of diversity. We respect all individuals and value their contributions.

3. Professionalism:

Phoenix Retail Services aim to operate by professional standards and are certified as follows:

- 3.1 ISO 9001 – we are committed to delivering a quality/consistent product and service in line with our customers' requirements – we strive for continuous improvement
- 3.2 ISO 45001 – we are committed to providing a working environment which is both safe and fit for the intended purpose and ensures that Health and Safety issues are a priority in our business operations.
- 3.3 ISO 14001 – we are committed to reviewing, reporting and reducing our Environmental impact
- 3.4 Safe Contractor
- 3.5 Chas
- 3.6 Considerate Contractor

4. Workplace

Our ability to delivering customer excellence is dependent on a talented, engaged workforce.

We are committed to equal opportunity and ensuring our business is conducted in accordance to rigorous, professional, ethical and legal standards. We aim to attract, retain and motivate a high calibre of employees

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Change Control

Issue	Description of Change	Date
1	Initial Release	April 2013
2	3. Professionalism additional certifications added	March 2016
3	Review	27 Dec 2019
4	Review	13 Jan 2021
5	Review	10 Jan 2022
6	Review	13 Jan 2023