

## SUSTAINABILITY POLICY

DOUGLAND SUPPORT SERVICES LIMITED has a three-tier approach to sustainability.

1. Financial and operational controls through effective, dedicated and prudent management at all levels combined with a high standard of business ethics.
2. Environmental issues throughout policies, which ensure waste, is kept to a minimum. Recycling is encouraged at all sites and clients given advice where appropriate. The purchasing of "green" cleaning products from leading suppliers. Supporting the Lord Mayors environmental initiative. Training of staff in environmental issues.
3. Social responsibilities by donations to charities and support of youth projects. Providing work experience to young people under the Trident scheme and employing people with disabilities.

Overall Dougland has a commitment to best practice, continual improvement and the environment. Dougland will ensure that adequate resources are available to sustain these principles.

We make it our policy to preserve natural resources. We are advising clients and prospective customers of an innovation to recycle gum through "gummy bins", the first such system in the UK.

We also ensure there is no waste at premises we own, e.g. lighting and heating controls, computers turned off when not in use etc.

We purchase dual fuel vehicles and those with low emissions, we also encourage home working to reduce emissions.

We promote internal social responsibilities by ensuring staff are able to work in a stress free environment and are free of any discrimination whatsoever. All staff have equal access to management to ensure that any personal concerns either in or outside of work can be discussed.

Dougland considers itself a caring and responsible employer.

Signed:   
BARRIE B RICHARDS  
MANAGING DIRECTOR  
September 2010