

# CORPORATE SOCIAL RESPONSIBILITY

D U T Y   O F   C A R E



## THE FLOTEC MISSION

To be a trusted and leading supplier of hydraulic, pneumatic and pipeline products and services to industries which have a need for the Flotec offering.

To be a trusted and leading supplier of reliable hose and engineering solutions to the rail market.

## CORE VALUES

### **Innovation:**

To continuously investigate and find new ways of doing things for the better.  
To develop, create and invent unique solutions relevant to the task in hand.  
Where appropriate, to apply existing ways of doing things to a new market.  
Where appropriate, to modify existing assets to perform better.  
Where appropriate, to radically transform and disrupt markets for the better.

### **Belonging, Empowerment, Ownership and Accountability:**

To be a culture of diversity, inclusivity, creativity, innovation, teamwork, and family.  
For each person to feel valued, appreciated and belonging to the Flotec culture, its shared mission, and values.  
Each person to feel empowered to take ownership and accountability of their work.  
To acknowledge, celebrate and reward successes and achievements.

### **Ethics and Trust:**

To be trusted by all stakeholders for operating and behaving in an ethical, honest, and trustworthy manner.  
To ensure that all stakeholders conduct themselves in compliance and accordance with Flotec's core values.  
To encourage excellence with all stakeholders and throughout the multiple supply chains within which Flotec operates.

### **Customer Service:**

To offer a solutions-based approach for all customers.  
To provide a polite, courteous, professional, and knowledgeable experience.  
To focus on service, solutions, and delivery.  
To give such an exceptional service that customers keep coming back.





# Q

## IS FOR QUALITY

Flotec operates a Quality Management System (QMS) that has gained BS EN ISO 9001 : 2015 certification, including aspects specific to the sales and distribution of hydraulic and pneumatic pipeline products.

The management is committed to:

1. Developing and improving the QMS
2. Continually improving the effectiveness of the QMS
3. The enhancement of customer satisfaction

Flotec constantly monitors its quality performance and implements improvements when appropriate

## CORPORATE **SO**CIAL RESPONSIBILITY

### Introduction:

Corporate Social Responsibility is of considerable importance to Flotec and the way it conducts its business within the communities it operates and the stakeholders the company chooses to work with.

As an exciting, dynamic and stimulating organisation, Flotec has introduced a series of shared core values which encourage a culture of innovation, diversity and inclusion whilst trading in an ethical manner which addresses the following criteria:

- Quality
- People
- Health and Safety
- Environment
- Stakeholders and the Supply Chain



# PEOPLE

## **Committed to Diversity and Inclusion:**

**Flotec is committed to providing a culture of diversity, inclusion, creativity, innovation, teamwork, and family.**

Every member of the Flotec team understands that having a thorough appreciation of and empathy towards equality and respect for diversity and inclusion creates a much more productive organisation where creativity and innovation will thrive.

As a democratic organisation where every voice has valued input, Flotec is focussed upon creating an environment where every employee is treated fairly, with respect and dignity, which in turn generates a high calibre and quality of work.

## **Anti-Slavery and Human Trafficking:**

**Modern slavery is a crime resulting in an abhorrent abuse of the human rights of vulnerable workers. It can take various forms, such as slavery, servitude, forced or compulsory labour and human trafficking.**

The Company has a zero-tolerance approach to modern slavery and is committed to acting ethically and with integrity and transparency in all its business dealings, consistent with its obligations under the Modern Slavery Act 2015.





# S

## IS FOR **SAFEGUARDING**

**Flotec acknowledges the duty of care to safeguard and promote the welfare of children as well as vulnerable adults.**

Flotec is committed to ensuring its safeguarding policy reflects statutory responsibilities, government guidance and complies with best practice and requirements.

The Flotec safeguarding policy recognises that the welfare and interests of children and vulnerable adults are paramount in all circumstances.

# HEALTH AND SAFETY

**Flotec's policy is to ensure, so far as is reasonably practicable, the health and safety of its employees and anyone else who may be affected by the company's working activities.**

Flotec's aim is to fulfil the spirit of the law and not just comply with technical requirements.

Flotec assesses the risks from its working activities and operates according to the procedures that best promote health and safety at work.

# ENVIRONMENT

## **Committed to a Safer Environment:**

**Flotec is committed to achieving a performance in environmental practice that will not only fulfil its moral obligations but will endeavour to exceed legal requirements.**

Flotec is committed to minimising the potentially harmful effects of working activities whenever possible, on its own and in partnership with others.

Flotec has developed a policy which will enable the company to set and publish its effects towards sustainable environmental improvements.

The Flotec Environmental Management System is based on the principal of achieving and continuously improving environmental performance.







# A

## IS FOR **ANTI-BRIBERY**

**Flotec values its reputation and is committed to maintaining the highest level of ethical standards in the conduct of its business affairs.**

The actions and conduct of the firm's staff as well as others acting on the firm's behalf is key to maintaining these standards.

Flotec will not tolerate bribery or corruption in any form.

The firm prohibits the offering, giving, solicitation or the acceptance of any bribe or corrupt inducement, whether in cash or in any other form

# SUPPLY CHAIN AUDIT

**Flotec is committed to supplying its clients with a superior and fit-for-purpose product.**

The supply of quality and robust products must not come as a detriment to Flotec's obligations to its ethical commitments.

Suppliers are audited to ensure compliance with all policies and procedures as set out in Flotec's documentation.



**Flotec Industrial Ltd**

Jubilee Drive, Off Pavilion Way, Loughborough, Leicestershire UK LE11 5GW

**Tel:** +44 (0) 1509 230 100

**Email:** [sales@floteconline.com](mailto:sales@floteconline.com)

**Website:** [www.flotecindustrial.co.uk](http://www.flotecindustrial.co.uk)

**Online Store:** [www.floteconline.com](http://www.floteconline.com)