

OUR COMMITMENT TO EXCELLENCE

Focussed on achieving excellence in everything we do, we act continually and with ambition to:

- *deliver sustainable world class services and positive outcomes for all stakeholders.*
- *meet – and where possible, exceed – all their needs and expectations.*
- *minimize – and where possible, eliminate – our adverse impacts.*
- *fulfil all our legal, ethical and other obligations.*

Our core sustainability commitment is to achieve net zero greenhouse gas emissions with high ambition and in a manner that:

- takes account of available climate science and evidence.
- takes place within the timescale required to meet the 1.5°C target of the Paris Agreement.
- aligns with the ambitions of our parent company and those of our key customers.

We maintain a supportive and inspiring workplace for our employees, and we embed societal, environmental and business sustainability into our activities by following world-leading operational and ethical standards.

In so doing we:

- Assess how our activities impact the environment and the people that we serve and can affect.
- Identify and fulfil all legal and other requirements applicable to our business.
- Define our obligations, our standards, and our management systems accordingly.
- Consult our staff, their representatives, customers, partners, suppliers, and other interested parties to ensure their needs, expectations and feedback are embedded into our policies and practices.
- Set objectives and targets to drive continual improvement across our management systems and the business as a whole.
- Demonstrate excellence by achieving and maintaining certifications for relevant national and international standards.
- Perform regular top-management reviews of our policies and systems and performance against our objectives, targets, and the applicable requirements.
- Commit the resources and people needed to achieve our objectives.
- Empower staff to take time to engage in community activities and other outreach initiatives.
- Support charities and community initiatives approved by the MediaCity ExCo.
- Publicise our values, policies, objectives, and targets through our company website and other channels.

Signed (on behalf of MediaCity ExCo):



Alice Webb, dock10 (& MediaCity) Chief Executive Officer

OUR VALUES

Our Values underpin everything that we do at dock10. They define the professional standards we uphold and guide our actions every day.

We Are:

- **Ambitious:**
We constantly challenge ourselves to do better, driven by a can-do attitude that inspires success.
- **Accountable:**
We take ownership of our ideas and actions, always doing what we say we will do.
- **Adaptable:**
We are open to new ideas and are excited by the possibilities that change can bring.
- **One dock10:**
We are one team, actively working together to deliver the best for customers and colleagues.

OUR SUSTAINABILITY PILLARS

PEOPLE

- We foster and grow a workforce that embraces diversity, equality, belonging and inclusion.
- We promote wellness and occupational health, improving employees' physical and mental health.
- We engage with and support local communities, providing opportunities to learn about and participate in our industry.
- We listen to and involve colleagues to shape our workplace environment and values.

PLANET

- We minimise our carbon footprint and influence others to do the same.
- We commit to achieving net zero greenhouse gas emissions by 2040.
- We actively promote biodiversity and take steps to ensure our actions benefit the planet.

EXCELLENCE

- We strive for continual improvement in everything we do.
- We minimize risks and adverse impacts on people and the environment.
- We maximize customer and stakeholder satisfaction with our services.
- We uphold the highest ethical standards in all our actions.

Our detailed commitments within each pillar are described throughout the rest of this policy.

PEOPLE

We are One dock10:

- Our mission is to create an environment where diversity, equality, belonging, and inclusion are more than just words - they are lived experiences.
- We value and respect the unique perspectives, backgrounds, and talents of every individual, providing equal opportunities for growth, participation, development, and ambition.
- We work to eliminate discrimination, bias, and prejudice, holding everyone accountable for fostering an inclusive workplace.
- We educate ourselves and our teams to challenge systemic barriers and biases, addressing conscious and unconscious prejudices wherever possible.
- We create a safe space where employees feel empowered to share their ideas, concerns, and aspirations, knowing their perspectives are valued.

Training and Development:

- New employees receive a tailored induction to ensure they can succeed in their roles and contribute to dock10's success.
- We regularly review employees' development needs and provide training to build new skills or refresh existing ones.

Health, Safety and Wellbeing:

- We maintain safe and healthy working conditions to prevent work-related injury and ill-health.
- We comply with all relevant legislation and other requirements, including ISO 45001.
- We identify and eliminate significant hazards and reduce workplace risks.
- We encourage employees to report accidents, incidents, and lapses in best practices, driving improvement.
- We promote work-life integration, respect employees' personal commitments, and provide access to wellness services.
- We support mental health through awareness campaigns, mental health first aiders, and manager training.

Community Involvement:

- We ensure our operations do not negatively impact local communities.
- We support employees in community and charity initiatives through matched contributions and flexible working hours.
- We offer apprenticeships, work placements, and educational outreach programs to inspire future talent.

PLANET

We are committed to achieving net zero greenhouse gas emissions by 2040 and protecting the environment.

Our net-zero pathway includes:

- A 47% emissions reduction by 2030.
- A 90% emissions reduction by 2040.
- Offsetting any residual emissions using creditable, certificated schemes.

Environmental Actions:

- We meet all compliance obligations, including ISO 14001.
- We reduce waste, conserve resources, prevent pollution, and improve energy performance.
- We promote low-carbon travel, including cycling and home working.
- We prioritize sustainable materials and energy-efficient products and designs.

Collaboration:

- We challenge colleagues, customers, and suppliers to innovate and adopt greener practices.
- We communicate our environmental policy to all stakeholders, and we report our performance publicly to bodies including CDP to promote accountability and drive change.

EXCELLENCE

We aim to exceed customer expectations while improving our quality and sustainability standards.

Commitments to Excellence:

- We comply with all legal, regulatory, and industry standards, including ISO 9001.
- We prioritize customer satisfaction by listening to feedback and improving our systems.
- We hold suppliers and contractors to the same high standards.

Ethics and Integrity:

- We reject corruption, bribery, and unethical practices.
- We comply with relevant laws, regulations, and standards in every jurisdiction we operate.
- We demonstrate respect, integrity, and fairness in all our dealings.

Resilience and Improvement:

- We identify and manage risks across all aspects of our business.
- We act to continually improve, ensuring we achieve excellence in everything we do.

By focusing on **People, Planet, and Excellence**, we ensure dock10 leads with integrity, innovation, and responsibility for a better future.