

Corporate Social Responsibility Statement

Youngman recognises that our actions and decisions have an impact on the staff we employ, the locality in which we operate, our suppliers, our customers and the environment. As an employer and significant business partner; we are committed to taking our corporate responsibilities to our stakeholders seriously.

Youngman's commitment to the highest standards of engineering and design is reflected in our position as market leader in the production and supply of aluminium access equipment.

Youngman has demonstrated a responsible attitude to business practice through the responsible development, sourcing and marketing of our products and is committed to ensuring that the Health and Safety of its employees, and all others affected by the business, remains a core value of the overall mission statement.

For us, corporate responsibility is about:

- Environment
- Marketplace (Suppliers & Customers)
- Workplace (Employees & Training)
- Community

ENVIRONMENT

Youngman understands that every business has an impact on the environment and recognises its Corporate Responsibility to minimise the impact of our operations. Our Environmental Policy Statement reflects our commitment to protect the environment and to reduce the negative impact of our activities, products and services wherever possible. This is backed by our strategy of responsible outsourcing and regular auditing of our suppliers to ensure that the environmental impact of their activities is also reduced.

In order to ensure the effective management of our Environmental Policy we are developing procedures to measure and where possible set performance targets to comply with environmental legislation. Our performance will be regularly reviewed in order to ensure effective management of this policy and our environmental management system will be monitored by regular audits.

- We are continuing to invest in cost effective energy efficiency and energy conservation.
- Natural resources are used efficiently and with careful planning to avoid waste.
- We are continuing to control and reduce waste and recycle material wherever possible.
- We have operated a 'New for Old' Aluminium Recycling programme since 1993 with an Environmental Agency Registered third party recycling company. This process enables all recovered aluminium to re-enter the supply chain in an appropriate controlled manner.
- We recycle the packaging used to protect products as they are transported.
- We also recycle waste paper, toner cartridges, steel, cardboard and plastics through a local recycling process contractor.
- We strive to eliminate any emissions or effluents, which may cause environmental damage.
- We recognise and encourage the contribution that every employee can make towards improving the Company's environmental performance.

We recently commissioned an independent report to assess our carbon footprint and are currently considering its recommendations.

MARKETPLACE (Suppliers & Customers)

Youngman has a history of responsible business practice and integrity in all its business dealings and is committed to maintaining its open, honest and fair approach. The interests of our customers and satisfying customer requirements are foremost in all our dealings and we aim for the highest standards of market conduct. The quality of our suppliers is of vital importance and Youngman is committed to establishing mutually beneficial relationships based on the same ethical standards that apply to all our dealings.

All of the products manufactured by Youngman are the result of our commitment to the highest standards of engineering, design improvement and safety. Bought in product is ethically sourced and is rigorously tested before being added to our product range.

- Suppliers are regularly audited to ensure that they meet our high standards with regard to the quality of the product supplied; the audit also includes Environmental, Health & Safety and Social Responsibility issues.
- Health and Safety is a priority and is one of the core values of the Youngman's overall mission statement. Labeling, header cards and user guides are provided to inform the customer and to raise awareness of the safe use of our products.
- We advertise our products ethically and accurately. Our sales literature and website give information on the Working at Height Regulations, correct choice and safe use of product.
- We aim to deliver excellent customer services and to minimise the risk of our products compromising our customers' reputation by regular monitoring of our entire product range.
- We operate an effective post delivery product recall system. We retain an ongoing duty of care after our products have been marketed and act reasonably in preventing would-be users from being harmed by potential defects in our products and to lessen the commercial impact on our stakeholders.
- Customer's rights under the Consumer Protection Act are respected and we have an efficient system to handle customer complaints.

The 'Knowledge' training course was developed by Youngman to explain the changes in the law with the introduction of the Working at Heights Regulations 2005 and demonstrates our commitment to Health & Safety. The course was designed to educate and inform Retail Customers counter staff and our own Sales Office staff and to make them competent to advise their customers on the selection of the correct equipment to use whilst working at height. We have successfully trained company representatives from a number of our customers operating within the trade and retail market sectors as well as those from Small to Medium Enterprises.

WORKPLACE (Employees & Training)

Youngman employees are the key to the success of the business. The company aims to train the workforce to develop their skills, knowledge and experience, to maximise returns on investment in new technology and to drive our marketplace performance.

The prevention of risk, accidents and ill health and the promotion of a safe working environment are integral to operational management at Youngman. Daily business decisions give safety equal consideration to other business criteria; safety is never compromised in order to meet production deadlines and/or other business demands.

Our Health & Safety policy and the provision of Personal Protective Equipment enable Youngman and all of its employees to achieve the highest level of safe performance. Our objectives are to:-

- Develop organizational and operational structures to manage health and safety
- Promote a health and safety culture ensuring effective representation and participation by all Youngman employees
- Develop mechanisms and systems to ensure the progressive improvement of health and safety for all workers in Youngman.

There is a comprehensive Safety Policy and Procedures Manual which provides a guide and reference point for all issues related to safety within the factory, offices and storage areas. Topics also included in the manual cover 'Driving Whilst at Work', the 'Safe Use of Mobile Phones' and 'Ergonomics and the Workstation'.

Training

In addition to providing an induction course for all our newly-appointed employees, certified training is given in various subjects including Manual Handling, Fork Lift Truck Driving, First Aid, Fire Marshals, and Work at Heights 'Knowledge' course.

Business ethics

The Youngman business sets high ethical standards that are essential in our aspiration to achieve unmatched customer service and an unrivalled Company reputation. We are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards and this is reflected in our Code of Conduct.

COMMUNITY

Youngman recognises that the main benefit the company brings to the community is economic by providing employment and generating wealth through trade. Youngman's policy is to comply with the laws of all countries where it has dealings and we ensure that our suppliers operate in compliance with the local laws and regulations. In addition, we have established company guidelines, in the form of our Code of Conduct, Competition Law Compliance Policy, Health & Safety Policy and Environmental Policy. Together, these standards form the basis of how we conduct our business and our relationships with our key stakeholders.

Youngman is aware of the environmental impact of our business on the local community. We are committed to minimising noise pollution, to managing waste and resources to support sustainability and to limiting the impact of our operations in the local and global communities.

We recognise that the company has a valuable role to play in the life of the local community and Youngman supports the efforts of the individual members of staff to raise money for a wide variety of charitable causes.