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Corporate Social Responsibility

An outline of HIGHnet's policy for corporate and social responsibility.

- 1. Policy Objective*
- 2. Sustainable Production and Consumption*
- 3. Communication and Transparency*
- 4. Evolutionary Business Models*
- 5. Human Capital*



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1. Policy Objective

- 1.1. The objective of this policy is to outline HIGHnet's commitment to Corporate Social Responsibility to support the achievement of our company vision and objectives.
- 1.2. The policy reflects the Management's attitude towards ethical values, and forms the basis for acting responsibly for the long term in how we do business.
- 1.3. The policy covers the following:
 - a) Sustainable production and consumption
 - b) Communication and transparency
 - c) Evolutionary business models
 - d) Human capital

2. Sustainable Production and Consumption

2.1. Eco-efficiency

We aim to reduce our footprint across the value chain to bring commercial, environmental and social benefits and to create business opportunities.

- 2.1.1. Using high quality and efficient technologies we can avoid abusing resources availability.
- 2.1.2. We advocate the adoption of 'green minutes'; hosted technology which reduces energy consumption on the premises and across the whole network.
- 2.1.3. By aiming to become a paperless office we can avoid wastage.
- 2.1.4. Our commitment to recycling means we will not throw away what is missed by others.
- 2.1.5. We have eco-efficiency benchmarks to target excellence, for example, targets to reduce the amount of paper bills sent out monthly.
- 2.1.6. All company vehicles are fuel efficient with low carbon emissions.
- 2.1.7. We intend to share good practices with the business community.

2.2. Sustainable marketing

We aim to ensure that all marketing activities are sustainable and avoid waste to support the policy overall.

- 2.2.1. We sell products which help reduce wastage of resources and minimise negative environmental impact.
- 2.2.2. The transportation of products is the most environmentally friendly option.
- 2.2.3. We ensure that pricing incentives do not encourage over-consumption resulting in waste.
- 2.2.4. We communicate product attributes accurately and honestly.

- 2.2.5. We ensure our Channel Partners understand our sustainability credentials and are able to disseminate this to their customers.
- 2.2.6. It is ensured that all products are representative of HIGHnet's values.
- 2.2.7. All green claims will be:
- truthful, accurate and able to be substantiated
 - relevant to the product in question
 - clear
 - in plain language
- 2.2.8. Where possible, we will aim to use recycled and recyclable paper in marketing collateral and print only when necessary.
- 2.2.9. If promotional items are required, they will be useful and durable.

3. Communication and Transparency

- 3.1. We believe that open and honest communication is crucial to winning trust in an insecure market. We aim to collect and discuss our stakeholders' views and use this information when forming our business strategy.
- 3.2. Along with financial indicators, we also use non-financial indicators to measure our performance, e.g. by how much have we reduced unnecessary waste? What are customer satisfaction levels?

4. Evolutionary Business Models

- 4.1. We respond to market needs by pioneering new business models and partnerships that foster innovation, inclusion and growth.
- 4.2. To ensure effective supply chain management, we focus on developing and maintaining strong relationships with our suppliers.
- 4.3. We encourage innovation in the workplace in order to support long-term sustainable growth.
- 4.4. We ensure commission payments for Channel Partners are issued quickly and on time; the Partner receives the payments the same day payment is collected from our Customers.

5. Human Capital

- 5.1. We operate an equal opportunities and integrated workplace with mainstream diversity, gender equality and fair management of foreign workers.
- 5.2. Wellbeing at work is of high importance for our employees and we endeavour to ensure the happiness of each employee.
- 5.3. Employee community engagement is achieved through fundraising for our selected charity.



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