

Human Rights

- [Principle 1](#): *Businesses should support and respect the protection of internationally proclaimed human rights; and*
- [Principle 2](#): *make sure that they are not complicit in human rights abuses.*

Assessment, Policy & Goals

Dulas fully and passionately supports the Universal Declaration of Human Rights.

We have policies within our Business Vision documentation and Employee Handbook which support the declaration regarding:

Capability Procedure
Disciplinary
Grievance
Internal Secondment
Redundancy
Volunteering
Right to Request Flexible Working
Relocation
Career Break
Volunteering at Dulas
Working Time & Annual Leave
Equality & Diversity
Maternity
Paternity/Maternity Support Leave & Pay
Probation
Dignity at Work
Recruitment & Selection
Development & Objectives Review
Learning & Development
Sickness Absence Reporting
Parental Leave
Internal Recruitment & Selection
Stress
Volunteering
Reviews

Implementation

Our policies are implemented in our day to day operations. We adhere to the stringent UK and European recruitment and employment law and actively promote work-life balance through flexible family friendly working practices. Every employee carries out a 6-monthly stress test to monitor the wellbeing of employees and management reviews are regularly carried out.

Our work specifically supports Article 25 through our provision of solar powered refrigeration and power systems for health care. These products enable improved health care and access to vaccinations in the most remote areas of the world.

Measures of outcomes

Dulas undertakes a 6-monthly survey on stress which is fed back to departmental managers and the Board of Directors. The employee representative Personnel Group monitors and ensures that human rights are upheld.

A wider employee survey is undertaken annually to gauge employee responses to a number of questions about the working environment, team relationships, management and the Board. Anonymised results are circulated to all staff.

Labour

- [Principle 3](#): Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- [Principle 4](#): the elimination of all forms of forced and compulsory labour;
- [Principle 5](#): the effective abolition of child labour; and
- [Principle 6](#): the elimination of discrimination in respect of employment and occupation.

Assessment Policy and Goals

Dulas is a worker owned company. This brings unique commitment, equality and loyalty throughout our business. We encourage and support co-operation in Dulas as well as common ownership of business ideas and processes throughout teams.

The promotion of team working is paramount. We expect every employee to be self-motivated and responsible, and to participate in decision making in a considered manner. Management style is expected to be inclusive, supportive & coaching, we expect everyone with management responsibility to have excellent listening skills and a democratic approach but not to be afraid to deal with difficult issues & show leadership.

We take this approach as we believe this is the best for profit, people and the environment.

Dulas does not use forced or compulsory labour or use child labour.

Dulas adheres to UK and European laws regarding discrimination.

Implementation

Dulas has a culture of consultation and participation and all employee/shareholders will contribute to major business decisions. Dulas has been very pleased to retain our status as a fully worker owned company and we have a Shareholder Advisory Committee which is responsible for advising the Board of Directors through consultation.

Dulas has a human resource team in place to ensure UK legislation is implemented and supported. A democratically elected personnel group is also in place which is responsible for employee probations, appraisals and are available to assist and support with any employee matters as and when they may arise.

As reported last year, to further improve equality of opportunity we engaged with Chwarae Teg, a Wales-based equality charity, to provide senior level management training for women who are already in, or are looking to move into, management positions within the company. This programme is now complete and we are looking to maintain our gender balance in senior positions. Chwarae Teg awarded us the Exemplar Employer award at Achieving level. This year we were also proud to be the winners of the Top Employer for all stages of motherhood Working Families Award.

Measures of outcomes

Standards and policies are monitored, updated and recorded by the employee representative Personnel Group; the supply chain is monitored by the Quality Group. We plan to set a gender balance target for all senior positions.

Environment

- [Principle 7](#): Businesses should support a precautionary approach to environmental challenges;
- [Principle 8](#): undertake initiatives to promote greater environmental responsibility; and
- [Principle 9](#): encourage the development and diffusion of environmentally friendly technologies.

Assessment Policy and Goals

Dulas' founding principle is:

"To develop solutions to engineering and environmental problems that help people and the environment"

Our core business of delivering renewable energy solutions that make a positive impact on the environment through the provision of solar, wind, hydro and biomass systems for domestic, commercial, humanitarian and public service applications around the World

Our business is driven by the global targets for carbon reduction and the opportunity to deliver life-saving technologies to areas of poor electricity supply through the provision of renewable energy technologies.

Implementation

The Dulas headquarters are situated in extremely energy efficient BREEAM standard office buildings on a purpose built Eco business park in Mid-Wales. The area significantly benefits from the local employment opportunities presented by the business. The organisation's transport policies reflect our environmental goals and location next to a mainline railway station ensures that car journeys can be minimised.

The whole business is dedicated to the installation and facilitation of wind farms, individual wind turbines, environmentally sensitive run-of-river hydro schemes, biomass heating systems and solar PV systems for homes, businesses and remote, off-grid applications.

Dulas Environmental Management System Statement



Dulas achieved certification to ISO14001 in June 2015. The following Dulas Ltd documents are held in support of this:

- Environmental Policy Statement – this includes maintaining an Environmental Management System that conforms to ISO14001
- Environmental Management System model
- Environmental Management System Manual contents
- Management Review Procedure – this covers review of ISO14001:2004 sections 4.33, 4.4.1, 4.6
- Documents register showing relationship between ISO9001 and ISO14001 documentation
- Environment aspect chart
- Environment aspect register
- Legal Register
- Minutes of ISO14001 review meetings
- Waste monitoring
- Environmental Emergency Response and Pollution Prevention
- Waste management procedures

As a fully environmentally aware company we continued to manage, review and improve our environmental management through our ISO9001 and ISO14001 processes and as part of our Health & Safety management. We are continuing to improve our activities and there is support at director level and throughout the company.

Environmental awareness is embedded in Dulas Ltd as it is contained as an object in our memorandum of association

“22.4 – to make a real contribution to improving peoples lives and the protection of the environment”.

Anti-Corruption

- [Principle 10](#): Businesses should work against corruption in all its forms, including extortion and bribery.

Assessment Policy and Goals

The Dulas Business Vision document states that:

We are a highly ethical business, *and that* we specifically exclude trade with arms or arms related products.

Dulas is against corruption and supports the UN convention against corruption.

Implementation

As an ethical business Dulas ensures that our business interactions do not infer any type of corruption. The organisation regularly bids for work through transparent tender processes and framework agreements. We have a system whereby new customers are identified / assessed before a PO is agreed



Dulas operates a clear delegated authority system that ensures checks and balances over the procurement and sales processes.

Dulas' disciplinary procedure clearly states that the acceptance of bribes or incentives of any sort is misconduct and appropriate action will be taken.

Dulas Ltd refers to and complies with the UK bribery act. The senior management team and directors have had a briefing on the bribery act and are regularly reminded to maintain the register of hospitality given or received.

Actions

All Heads of Team read, understand and communicate as necessary the brief and full guidance.

Heads of Team remind all team members that bribery is illegal and an offence for UK nationals under UK law and ignorance of the law is not a defence. This is included in team meetings.

We maintain a register of hospitality given and received.

Awareness of this issue is now covered in our staff induction process.

In 2017 we have introduced a more robust anti-corruption policy, which clearly lays out what is expected of staff working both in the UK and overseas. We see this as critical given the global nature of our vaccine fridge supply and support activities.

Measures of outcomes

Departmental teams monitor business interactions to ensure that ethical business practices are maintained.

During the year no disciplinary action was required regarding corruption.

The hospitality register is regularly updated, and from this year will be reviewed quarterly by our Audit Committee.